

File 2:INSPEC 1898-2006/May W1
(c) 2006 Institution of Electrical Engineers
File 65:Inside Conferences 1993-2006/May 19
(c) 2006 BLDSC all rts. reserv.
File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Apr
(c) 2006 The HW Wilson Co.
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group
File 35:Dissertation Abs Online 1861-2006/Apr
(c) 2006 ProQuest Info&Learning
File 474:New York Times Abs 1969-2006/May 19
(c) 2006 The New York Times
File 475:Wall Street Journal Abs 1973-2006/May 19
(c) 2006 The New York Times
File 169:Insurance Periodicals 1984-1999/Nov 15
(c) 1999 NILS Publishing Co.
File 139:EconLit 1969-2006/May
(c) 2006 American Economic Association

Set	Items	Description
S1	70	ACCOUNT () RECEIVABLE
S2	210822	BALANCE OR BALANCING
S3	0	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (-RECORD OR REPORT OR SUMMARY)
S4	15	ACCOUNT () PAYABLE
S5	4	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS-ING)
S6	13276	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
S7	0	DISCREPNCY () (RECORD OR REPORT OR SUMMARY)
S8	5	DISCREPANCY () (RECORD OR REPORT OR SUMMARY)
S9	2	S1 AND S2
S10	129	S2 AND S6
S11	9	S10 AND 1
S12	0	S10 AND S1
S13	0	S10 AND S4
S14	0	S10 AND S8
S15	7	S10 AND (RECORD OR REPORT OR SUMMARY)
S16	0	S15 AND ((CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCO-UNT))
S17	4	S15 AND (CUSTOMER OR CONSUMER OR USER OR CLIENT)
S18	95350	(AR OR (ACCOUNT () RECEIVABLE))
S19	0	S10 AND S18
S20	9	S18 AND RECONCILIATION
S21	0	S10 AND S20
?		

File 15:ABI/Inform(R) 1971-2006/May 19
(c) 2006 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2006/May 19
(c) 2006 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/May 19
(c)2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/May 18
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File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 19
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File 268:Banking Info Source 1981-2006/May W2
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File 626:Bond Buyer Full Text 1981-2006/May 19
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File 608:KR/T Bus.News. 1992-2006/May 19
(c)2006 Knight Ridder/Tribune Bus News
File 9:Business & Industry(R) Jul/1994-2006/May 18
(c) 2006 The Gale Group
File 20:Dialog Global Reporter 1997-2006/May 19
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File 623:Business Week 1985-2006/May 19
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File 624:McGraw-Hill Publications 1985-2006/May 19
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File 636:Gale Group Newsletter DB(TM) 1987-2006/May 18
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File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 610:Business Wire 1999-2006/May 19
(c) 2006 Business Wire.
File 476:Financial Times Fulltext 1982-2006/May 20
(c) 2006 Financial Times Ltd
File 613:PR Newswire 1999-2006/May 19
(c) 2006 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2006/May 18
(c) 2006 San Jose Mercury News
File 625:American Banker Publications 1981-2006/May 18
(c) 2006 American Banker

Set	Items	Description
S1	4556	ACCOUNT () RECEIVABLE
S2	3861569	BALANCE OR BALANCING
S3	198	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (- RECORD OR REPORT OR SUMMARY)
S4	1856	ACCOUNT () PAYABLE
S5	86	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS- ING)
S6	865404	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
S7	0	DISCREPNCY () (RECORD OR REPORT OR SUMMARY)
S8	115	DISCREPANCY () (RECORD OR REPORT OR SUMMARY)
S9	0	S1(S)S2(S)S4(S)S6
S10	613	S1(S)S2
S11	0	S10 (S) S3
S12	12	S10 (S) S4
S13	0	S10 (S) S5
S14	5	S10 (S) S6
S15	0	S10 (S) S68

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S16          0    S10 (S) S8
S17          12   RD S12 (unique items)
? s s10 (10N) discrepancy
              613   S10
              71663 DISCREPANCY
      S18          0    S10 (10N) DISCREPANCY
? s s10 (10N) discrepancies
              613   S10
              72912 DISCREPANCIES
      S19          0    S10 (10N) DISCREPANCIES
? s s10 (10N) (inacurrate? or discrepancies)
              613   S10
              26    INACURRATE?
              72912 DISCREPANCIES
      S20          0    S10 (10N) (INACURRATE? OR DISCREPANCIES)
? s s1()s8
              4556   S1
              115    S8
      S21          0    S1()S8
? s s4()s8
              1856   S4
              115    S8
      S22          0    S4()S8
? s s1()s4
              4556   S1
              1856   S4
      S23          13   S1()S4
? s s23 and s5
              13    S23
              86    S5
      S24          0    S23 AND S5
? s s23 () s6
              13    S23
              865404 S6
      S25          0    S23 () S6
? rd s23

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File 348:EUROPEAN PATENTS 1978-2006/ 200619
(c) 2006 European Patent Office
File 349:PCT FULLTEXT 1979-2006/UB=20060518,UT=20060511
(c) 2006 WIPO/Univentio
File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)
(c) 2006 JPO & JAPIO

Set	Items	Description
S1	144	ACCOUNT () RECEIVABLE
S2	154692	(AR OR (ACCOUNT () RECEIVABLE))
S3	266906	BALANCE OR BALANCING
S4	65	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (- RECORD OR REPORT OR SUMMARY)
S5	54	ACCOUNT () PAYABLE
S6	17	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS- ING)
S7	29816	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
S8	117	(RECONCILIATION OR RECONCILE OR DISCREPANCY) () (RECORD OR REPORT OR SUMMARY)
S9	144	S1 AND S2
S10	81	S9 AND S3
S11	40	S10 AND S7
S12	3	S11 AND S8
S13	0	S11 AND S4
S14	4	S11 AND S5
S15	1	S11 AND S6
?		

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2006/May 19
(c) 2006 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2006/May 19
(c) 2006 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/May 19
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File 160:Gale Group PROMT(R) 1972-1989
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File 268:Banking Info Source 1981-2006/May W2
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File 626:Bond Buyer Full Text 1981-2006/May 19
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(c) 2006 Dialog
File 623:Business Week 1985-2006/May 19
(c) 2006 The McGraw-Hill Companies Inc
File 624:McGraw-Hill Publications 1985-2006/May 19
(c) 2006 McGraw-Hill Co. Inc

***File 624: Homeland Security & Defense and 9 Platt energy journals added**

Please see HELP NEWS624 for more

File 636:Gale Group Newsletter DB(TM) 1987-2006/May 18
(c) 2006 The Gale Group
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 610:Business Wire 1999-2006/May 19
(c) 2006 Business Wire.

***File 610: File 610 now contains data from 3/99 forward.**

Archive data (1986-2/99) is available in File 810.

File 476:Financial Times Fulltext 1982-2006/May 20
(c) 2006 Financial Times Ltd
File 613:PR Newswire 1999-2006/May 19
(c) 2006 PR Newswire Association Inc

***File 613: File 613 now contains data from 5/99 forward.**

Archive data (1987-4/99) is available in File 813.

File 634:San Jose Mercury Jun 1985-2006/May 18
(c) 2006 San Jose Mercury News
File 625:American Banker Publications 1981-2006/May 18
(c) 2006 American Banker

Set	Items	Description
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? s account ()	receivable	
	3871205	ACCOUNT
	740627	RECEIVABLE
S1	4556	ACCOUNT () RECEIVABLE
? s balance or balancing		
	3648124	BALANCE

278916 BALANCING
S2 3861569 BALANCE OR BALANCING
? s (customer or consumer or user or client) () (account) () (record or report
or summary)
Processing
Processed 10 of 21 files ...
Processing
Processed 20 of 21 files ...
Completed processing all files
6990396 CUSTOMER
6098059 CONSUMER
3392312 USER
2722177 CLIENT
3871205 ACCOUNT
6089487 RECORD
11320287 REPORT
1187652 SUMMARY
S3 198 (CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) ()
(RECORD OR REPORT OR SUMMARY)
?
PLEASE ENTER A COMMAND OR BE LOGGED OFF IN 5 MINUTES
? s
>>>Null command ignored
? s account () payable
3871205 ACCOUNT
1493536 PAYABLE
S4 1856 ACCOUNT () PAYABLE
? s (bill or billing) () (data or file) () (process or processing)
Processing
Processed 10 of 21 files ...
Processing
Processed 20 of 21 files ...
Completed processing all files
4109519 BILL
614715 BILLING
13203589 DATA
2294337 FILE
8486132 PROCESS
3773457 PROCESSING
S5 86 (BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR
PROCESSING)
? s (biller or (service()provider) or (processing () entity))
Processing
Processed 10 of 21 files ...
Processing
Processed 20 of 21 files ...
Completed processing all files
10899 BILLER
18777600 SERVICE
5370822 PROVIDER
855963 SERVICE(W) PROVIDER
3773457 PROCESSING
752677 ENTITY
259 PROCESSING(W) ENTITY
S6 865404 (BILLER OR (SERVICE()PROVIDER) OR (PROCESSING () ENTITY))
? show files;ds
File 15:ABI/Inform(R) 1971-2006/May 19
(c) 2006 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2006/May 19
(c) 2006 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2006/May 19
(c)2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/May 18
(c) 2006 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 19
(c) 2006 The Gale Group
File 268:Banking Info Source 1981-2006/May W2
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File 626:Bond Buyer Full Text 1981-2006/May 19
(c) 2006 Bond Buyer
File 608:KR/T Bus.News. 1992-2006/May 19
(c)2006 Knight Ridder/Tribune Bus News
File 9:Business & Industry(R) Jul/1994-2006/May 18
(c) 2006 The Gale Group
File 20:Dialog Global Reporter 1997-2006/May 19
(c) 2006 Dialog
File 623:Business Week 1985-2006/May 19
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File 624:McGraw-Hill Publications 1985-2006/May 19
(c) 2006 McGraw-Hill Co. Inc
File 636:Gale Group Newsletter DB(TM) 1987-2006/May 18
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File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 610:Business Wire 1999-2006/May 19
(c) 2006 Business Wire.
File 476:Financial Times Fulltext 1982-2006/May 20
(c) 2006 Financial Times Ltd
File 613:PR Newswire 1999-2006/May 19
(c) 2006 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2006/May 18
(c) 2006 San Jose Mercury News
File 625:American Banker Publications 1981-2006/May 18
(c) 2006 American Banker

Set	Items	Description
S1	4556	ACCOUNT () RECEIVABLE
S2	3861569	BALANCE OR BALANCING
S3	198	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (- RECORD OR REPORT OR SUMMARY)
S4	1856	ACCOUNT () PAYABLE
S5	86	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS- ING)
S6	865404	(BILLER OR (SERVICE()PROVIDER) OR (PROCESSING () ENTITY))
?		
? s discrepancy () (record or report or summary)		
	0	DISCREPNCY
	6089487	RECORD
	11320287	REPORT
	1187652	SUMMARY
S7	0	DISCREPNCY () (RECORD OR REPORT OR SUMMARY)
? s discrepancy () (record or report or summary)		
Processing		
Processed 10 of 21 files ...		
Completed processing all files		
	71663	DISCREPANCY

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        6089487  RECORD
        11320287  REPORT
        1187652   SUMMARY
      S8      115  DISCREPANCY () (RECORD OR REPORT OR SUMMARY)
? s s1(s)s2(s)s4(s)s6
      4556  S1
      3861569  S2
      1856  S4
      865404  S6
      S9      0  S1(S)S2(S)S4(S)S6
? s s1(s)s2
      4556  S1
      3861569  S2
      S10     613  S1(S)S2
? s s10 (s) s3
      613  S10
      198  S3
      S11     0  S10 (S) S3
? s s10 (s) s4
      613  S10
      1856  S4
      S12     12  S10 (S) S4
? s s10 (s) s5
      613  S10
      86  S5
      S13     0  S10 (S) S5
? s s10 (s) s6
      613  S10
      865404  S6
      S14     5  S10 (S) S6
? s s10 (s) s68
>>>"S68" does not exist
      613  S10
      0  S68
      S15     0  S10 (S) S68
? s s10 (s) s8
      613  S10
      115  S8
      S16     0  S10 (S) S8
? show file;ds
File 15:ABI/Inform(R) 1971-2006/May 19
      (c) 2006 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2006/May 19
      (c) 2006 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/May 19
      (c)2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
      (c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/May 18
      (c) 2006 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 19
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File 268:Banking Info Source 1981-2006/May W2
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File 626:Bond Buyer Full Text 1981-2006/May 19
      (c) 2006 Bond Buyer
File 608:KR/T Bus.News. 1992-2006/May 19
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File 20:Dialog Global Reporter 1997-2006/May 19
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S4	1856	ACCOUNT () PAYABLE
S5	86	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS- ING)
S6	865404	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
S7	0	DISCREPNCY () (RECORD OR REPORT OR SUMMARY)
S8	115	DISCREPANCY () (RECORD OR REPORT OR SUMMARY)
S9	0	S1(S)S2(S)S4(S)S6
S10	613	S1(S)S2
S11	0	S10 (S) S3
S12	12	S10 (S) S4
S13	0	S10 (S) S5
S14	5	S10 (S) S6
S15	0	S10 (S) S68
S16	0	S10 (S) S8
? rd s12		

>>>Duplicate detection is not supported for File 626.

>>>Duplicate detection is not supported for File 625.

>>>Records from unsupported files will be retained in the RD set.

S17 12 RD S12 (unique items)
? t s14/full/1-5

14/9/1 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

41501238

SR Telecom Reports Fourth Quarter and Year-End Results
CANADA NEWSWIRE

March 31, 2005

JOURNAL CODE: WCNW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 4115

MONTREAL, March 31 /CNW Telbec/ - SR Telecom Inc. (TSX: SRX, NASDAQ: SRXA) today reported its results for the fourth quarter and fiscal year ended December 31, 2004. "Despite the uncertainty associated with the refinancing issues we are currently dealing with, and the circumstances that caused our fourth quarter revenues to fall short of our original forecasts, we remain encouraged by the business opportunities we see with both new and longstanding customers, and by the interest being generated by our products, particularly the WiMAX-ready symmetry(TM) platform," said Pierre St-Arnaud, SR Telecom's President and Chief Executive Officer. "Further, in spite of disappointing results in the fourth quarter, we have exceeded the objectives of our restructuring initiative by reducing our operating costs by more than one-third on an annualized basis." Consolidated Fourth Quarter Results Consolidated revenues for the fourth quarter of fiscal 2004 totalled \$24.8 million, compared to \$41.6 million in the fourth quarter of fiscal 2003. The consolidated operating loss for the fourth quarter of fiscal 2004 was \$20.9 million, compared to an operating loss of \$12.8 million in the same period in 2003. The consolidated net loss for the fourth quarter of 2004 was \$41.9 million, compared to a consolidated net loss of \$14.2 million in the corresponding period in 2003. "As we explained in January when we revised our guidance, delays in receiving purchase orders from key customers, timing issues related to the delivery of equipment, and the effect of reduced supplier credit resulted in a decrease in overall sales volumes in the fourth quarter of fiscal 2004," said Mr. St-Arnaud. "In turn, our gross margins were also severely impacted by the decreased sales volumes, under-absorbed overhead costs related to lower manufacturing volumes, and variations in sales mix with increased lower margin product sales." Certain one-time events also had a substantial effect on the Corporation's results. Selling, general and administrative expenses in the core wireless business segment decreased to \$14.1 million for the fourth quarter of 2004, compared to \$18.8 million for the same period in 2003. This decrease was primarily due to the effects of the restructuring that was implemented in the second and third quarters of 2004. However, the benefits of the restructuring were partially offset by a provision of \$1.9 million related to an account receivable in the Middle East, by the effect of eliminating the expected sub-lease revenue of \$1.6 million on the U.S. operating lease, and by a \$0.9 million provision for an offer of settlement of a litigation. Research and development expenses in the core wireless business increased from \$6.6 million in the fourth quarter of 2003 to \$9.2 million in the fourth quarter of 2004. The increase is solely due to a \$4.2 million adjustment to the utilization of the federal investment tax credits as management has determined that there is insufficient evidence of reasonable assurance that this amount will be realized within the remaining life of the investment tax credits. "Excluding the effect of the charges associated with the U.S. operating lease, the federal investment tax credits and the litigation settlement provision, our operating costs have been reduced by approximately 35% on an annualized basis, which was the stated goal of our restructuring initiative," said David Adams, SR Telecom's Senior Vice-President, Finance and Chief Financial Officer. "Further, since the beginning of January we have taken further steps to align our costs with current levels of business activity and have temporarily laid-off a total of 156 employees. We expect that employees will be recalled as production returns to customary levels." During the fourth quarter of 2004 SR Telecom also determined that an increase in the valuation allowance for future income tax assets was appropriate, as a result of the continued losses and the significant uncertainties surrounding the future prospects of the Corporation.

Consequently, consolidated income tax expense was \$21.9 million in the fourth quarter of 2004 compared to an income tax expense of \$1.4 million in the corresponding quarter in 2003. In the beginning of the third quarter of 2003, the Corporation ceased recognizing additional tax loss carry-forward benefits. Consolidated Fiscal 2004 Results Consolidated revenues for fiscal 2004 totalled \$123.9 million, compared to \$127.9 million reported in fiscal 2003. The consolidated operating loss for fiscal 2004 was \$65.8 million, compared to an operating loss of \$41.0 million for fiscal 2003. For fiscal 2004, the consolidated net loss totalled \$86.1 million, compared to \$44.8 million in the prior year. Restructuring, asset impairment and other charges of \$15.9 million were recorded in fiscal 2004, compared to restructuring, asset impairment and other charges of \$3.7 million in fiscal 2003. The restructuring charges were incurred in order to bring the Corporation's cost structure in line with current and projected revenue levels. Core Wireless Solutions Segment Fourth quarter revenues in SR Telecom's core wireless solutions business were \$20.5 million, compared to \$38.0 million reported during the same period last year. The net loss for the fourth quarter of fiscal 2004 totalled \$35.1 million, compared to \$12.2 million in the fourth quarter of fiscal 2003. For fiscal 2004, wireless revenues were \$105.4 million, compared to \$113.8 million in fiscal 2003, and the net loss in fiscal 2004 reached \$77.1 million, compared to \$42.3 million in fiscal 2003. Largely due to the increase in the valuation allowance for future income tax assets, the income tax expense was \$13.4 million for the fourth quarter of fiscal 2004, compared to an income tax recovery of \$128,000 in the corresponding quarter of fiscal 2003. CTR Segment For the fourth quarter of fiscal 2004, CTR's revenues increased to \$4.3 million, compared to \$3.6 million in the same period last year. For the 2004 fiscal year, revenues reached \$18.6 million, compared to \$14.1 million in fiscal 2003. In peso terms, net revenue increased in the fourth quarter by 372 million pesos to 2,098 million pesos. The improvement is partially attributable to the increase in access tariffs approved by the Chilean regulator, Subtel, which took effect on March 1, 2004, and to the deployment of new lines in urban areas of Chile. The operating loss for CTR totalled \$120,000 in the fourth quarter of fiscal 2004, compared to an operating loss of \$2.4 million in the same period last year. For the 2004 fiscal year, CTR's operating loss totalled \$86,000, compared to an operating loss of \$8.1 million in fiscal 2003. The net loss for the fourth quarter of 2004 from CTR was \$6.8 million compared to a net loss of \$2.0 million in the corresponding period in 2003. For fiscal 2004, CTR's net loss was \$9.0 million, compared to \$2.5 million in fiscal 2003. Largely due to the increase in the valuation allowance for future income tax assets, the income tax expense for the fourth quarter of fiscal 2004 was \$8.5 million, compared to an income tax expense of \$1.6 million in the fourth quarter of fiscal 2003. "We believe that CTR will be able to continue to realize positive EBITDA, and we expect it will generate approximately \$7 million of EBITDA in fiscal 2005," said Mr. Adams. Financial Position SR Telecom's consolidated cash and short-term investment position, including restricted cash, decreased to \$6.4 million as at December 31, 2004, compared to the \$18.7 million reported at December 31, 2003. The decrease in the outstanding cash balance resulted from the repayment of outstanding debt in the amount of \$15.5 million in 2004 as well as the use of cash to fund operations in excess of that generated from sales. The Corporation has \$71.0 million of debentures that mature on April 22, 2005. "At present, we do not have sufficient cash and cash equivalents, short-term investments, and cash from operations going forward to satisfy our cash requirements," said Mr. Adams. "Accordingly, the Corporation will have to refinance or roll over all or part of its existing debt on or prior to April 22, 2005. SR Telecom is seeking to raise additional working capital in conjunction with its plan to refinance its existing debt. However, if the Corporation is unable to obtain additional working capital to fund operations, its

ability to continue as a going concern could be significantly impacted and it may be obliged to seek protection from its creditors." Refinancing Initiative "Genuity Capital Markets and the Corporation are currently engaged in continuing discussions with a restricted group of debenture holders as well as with a possible investor with respect to the potential recapitalization of the Corporation," Mr. Adams stated. "However, there can be no assurance that an agreement can be reached with respect to the recapitalization or that such recapitalization can be concluded on terms satisfactory to the Corporation." Recent Events - On March 21, 2005, SR Telecom announced that it had received follow-on purchase orders for SR500(TM) valued at approximately \$4 million from Sonatel, the national telecommunications provider in Senegal. Deliveries are scheduled to commence in the second quarter of 2005. - On February 14, 2005, SR Telecom engaged Genuity Capital Markets to act as financial advisor and investment banker to assist the Corporation in its refinancing activities. - On February 14, 2005, SR Telecom announced it had reached an agreement with the lenders of Comunicacion y Telefonía Rural S.A. (CTR), its **service provider** subsidiary in Chile. Pursuant to the agreement, CTR's lenders have waived compliance with certain financial and operational covenants contained in CTR's loan documents to March 31, 2005. Subsequently, on March 30, 2005, CTR's lenders agreed to extend the waiver until April 22, 2005. - On January 26, 2005, SR Telecom announced it had taken steps to reduce its costs in order to align them with the current level of business activity and laid-off 127 employees on a temporary basis. The Corporation expects to recall employees as soon as production returns to normal volumes. SR Telecom expects that its results for the first quarter of fiscal 2005 will be impacted by a reduction in the availability of supplier credit, which has slowed raw material purchases and production. - On January 26, 2005, SR Telecom announced follow-on orders for an additional 15 angel(TM) base stations from Siemens for the ongoing Telefonica TRAC project. Telefonica, a leading international telecommunications operator, selected angel over a number of competing technologies for an extensive multi-service Broadband Fixed Wireless Access (BFWA) network, which will ultimately see the deployment of approximately 100,000 lines throughout Spain. The TRAC initiative will deliver high quality voice and high-speed data to suburban and rural areas throughout the country. Deliveries of this current order were completed during the first quarter of fiscal 2005. - On January 26, 2005, SR Telecom announced that its airstar(TM) product was selected by Teleunit S.P.A, a major Italian telecommunications operator, for the deployment of its Broadband Fixed Wireless Access network in the Tuscany region. The total value of the current phase of this project, which marks the first extension of Teleunit's initial roll-out of airstar systems, is approximately \$1.2 million. Further expansions of the WLL infrastructure in the Tuscany and Marche regions of Central Italy are expected to take place throughout 2005. - On January 19, 2005, SR Telecom received new orders valued at approximately \$1 million from PT Aplikasi Lintasarta, the largest data and corporate network communications provider in Indonesia. These add-on orders are for a project initiated in September 2003. Lintasarta has selected the airstar wireless broadband solution to provide ATM, frame relay and clear channel services to its customers in the Java, Kalimantan and Sulawesi regions of Indonesia. With these orders, Lintasarta will add airstar base stations and Customer Premises Equipment to its growing network of airstar systems. Deliveries have commenced. - On January 19, 2005, SR Telecom announced the receipt of purchase orders valued at approximately \$10 million from a major telecommunications operator in Latin America. These orders are part of a previously announced frame contract under which the operator selected SR500 family of fixed wireless access systems. Deliveries are scheduled to take place in the first half of 2005. - On December 21, 2004, SR Telecom announced that its symmetry Broadband

Fixed Wireless Access system was selected by Telecom Fiji Limited, the national **service provider** in Fiji, as part of a commercial initiative to bring voice and broadband access services to certain areas of the country. Deliveries have commenced. - On December 16, 2004, SR Telecom received new orders valued at approximately \$7 million for its swing(TM) fixed wireless access system product from ONATEL (Office Nationale des Telecommunications), a national exchange carrier in Burkina Faso for an urban telecommunication development project. This is the third phase of a network expansion project that was initiated in 2003. Deliveries have commenced. - On December 14, 2004, SR Telecom received follow-on orders from a leading South American telecommunication **service provider** for its airstar Broadband Fixed Wireless Access system. The orders are part of a previously announced agreement that extends over three years and is valued at approximately US\$20 million. To date, SR Telecom has received orders totaling approximately US\$2.6 million. - On December 13, 2004, SR Telecom announced an agreement with Telstra, Australia's leading telecommunications and information **service provider**, which confirms SR Telecom's key supplier relationship with Telstra. As part of the agreement SR Telecom will provide maintenance and support services for Telstra's extensive network of swing fixed wireless access systems. The initial maintenance and support period extends until July 2007 and is valued at approximately \$10 million. - On November 22, 2004, SR Telecom announced that its symmetry Broadband Fixed Wireless Access platform was selected by Telmex Argentina for a broadband data and voice network across Argentina. This is the first contract win for symmetry. Deliveries have commenced. - On November 3, 2004, SR Telecom launched the industry's first OFDMA- based WiMAX-ready platform, symmetry. An evolution of SR Telecom's proven angel product technology, symmetry encompasses the key technologies outlined in the latest draft of the 802.16e standard, including OFDMA, diversity, and space-time coding. Additionally, it can be immediately deployed to deliver carrier-class voice and broadband data services. Outlook "Given the uncertainty generated by our current financial situation, we are not in a position to provide guidance for fiscal 2005. However, we remain optimistic about our long-term opportunities in the broadband fixed wireless access marketplace, and our ability to provide WiMAX-certified solutions to that marketplace," Mr. St-Arnaud said. Detailed financial results for SR Telecom's fiscal 2004 are filed with SEDAR and EDGAR and are also available on the Company's website at www.srtelecom.com. About SR Telecom SR TELECOM (TSX: SRX, Nasdaq: SRXA) designs, manufactures and deploys versatile, Broadband Fixed Wireless Access solutions. For over two decades, carriers have used SR Telecom's products to provide field-proven data and carrier-class voice services to end-users in both urban and remote areas around the globe. SR Telecom's products have helped to connect millions of people throughout the world. A pioneer in the industry, SR Telecom works closely with carriers to ensure that its broadband wireless access solutions directly respond to evolving customer needs. Its turnkey solutions include equipment, network planning, project management, installation and maintenance. SR Telecom is a principal member of WiMAX Forum, a cooperative industry initiative which promotes the deployment of broadband wireless access networks by using a global standard and certifying interoperability of products and technologies. Conference Call SR Telecom will host a conference call on Thursday, March 31, 2005 at 10:00 AM Eastern Standard Time to discuss these results and update investors on operating progress. SR Telecom's President & CEO Pierre St-Arnaud and Senior Vice-President, Finance and CFO David Adams will host the conference call, which will include a question and answer session. Investors, analysts and media wishing to participate in this call may dial (514) 940-2795 (Montreal and overseas) or 1-800-814-4862 (elsewhere in North America) fifteen minutes prior to the start time. For those who are unable to listen

to the call live, a replay will be available on Thursday, March 31, 2005 as of 12:00 PM until 11:59 PM on Tuesday, April 5, 2005 at 1 877 289 8525 (passcode 21118678). A live and archived audio webcast of the call will also be available online at: www.srtelecom.com. FORWARD-LOOKING STATEMENTS Except for historical information provided herein, this press release may contain information and statements of a forward-looking nature concerning the future performance of the Company. These statements are based on suppositions and uncertainties as well as on management's best possible evaluation of future events. Such factors may include, without excluding other considerations, fluctuations in quarterly results, evolution in customer demand for the Company's products and services, the impact of price pressures exerted by competitors, and general market trends or economic changes. As a result, readers are advised that actual results may differ from expected results. SR TELECOM, SR500, ANGEL, AIRSTAR, SWING and SYMMETRY are trademarks of SR Telecom Inc. All rights reserved 2005. All other trademarks are property of their owners. << Consolidated Statements of Earnings (in thousands, except for per share amounts) For the three months ended December 31st, 2004 2003 (unaudited) (unaudited)

	2004	2003	2002	2001	2000	1999
Wireless Cons. products CTR products CTR Revenue Equipment	14,795	14,795	28,077	28,077	5,681	5,681
Services	5,681	5,681	9,941	9,941	4,278	4,278
Telecom- munications -	4,278	4,278	3,613	3,613		
Total revenue	20,476	4,278	24,754	38,018	3,613	41,631
Cost of revenue Equipment	12,415	12,415	14,885	14,885	4,368	4,368
Services	4,368	4,368				
Total cost of revenue	16,783	16,783	19,971	19,971	3,693	4,278
Gross profit	3,693	3,693	4,783	7,971	18,047	3,613
Agent commissions	1,040	1,040				
Operating expenses	14,144	4,398	18,542	18,832	5,361	24,193
Research and development expenses, net	9,176	9,176	6,570	6,570		
Restructuring, asset impairment and other charges	92	92	3,086	630	3,716	
Operating loss	(20,759)	(120)	(20,879)	(10,441)	(2,378)	(12,819)
Interest expense, net	1,562	612	2,174	1,311	661	1,972
Gain on repurchase of debentures	(1,199)	(1,199)	(Gain)	loss on foreign exchange	(617)	(2,443)
(3,060)	1,777	(2,611)	(834)			
(Loss) earnings before income taxes	(21,704)	1,711	(19,993)	(12,330)	(428)	(12,758)
Income tax expense (recovery)	13,424	8,469	21,893	(128)	1,571	1,443
Net loss	(35,128)	(6,758)	(41,886)	(12,202)	(1,999)	(14,201)

	2004	2003	2002	2001	2000	1999
Weighted average number of common shares outstanding	17,610	10,445	10,445	10,445	10,445	10,445
Net loss per share basic and diluted	(2.00)	(0.38)	(2.38)	(1.17)	(0.19)	(1.36)
Consolidated Statements of Earnings (in thousands, except for per share amounts) For the years ended December 31st, 2004 2003 (audited) (audited)						
Wireless Wirele ss products CTR Cons. products CTR Cons. Revenue Equipment	85,079	85,079	85,655	85,655	20,273	20,273
Services	20,273	20,273	28,162	28,162	18,584	18,584
Telecom- munications -	18,584	18,584	14,064	14,064		
Total revenue	105,352	18,584	123,936	113,817	14,064	127,881
Cost of revenue Equipment	56,750	56,750	44,949	44,949	13,094	13,094
Services	13,094	13,094	16,053	16,053		
Total cost of revenue	69,844	69,844	61,002	61,002	35,508	18,584
Gross profit	35,508	18,584	54,092	52,815	14,064	66,879
Agent commissions	5,521	5,521	3,304	3,304	49,660	18,670
Operating expenses	49,660	18,670	68,330	52,152	21,556	73,708
Research and development expenses, net	30,159	30,159	27,170	27,170		
Restructuring, asset impairment and other charges	15,907	15,907	3,086	630	3,716	
Operating loss	(65,739)	(86)	(65,825)	(32,897)	(8,122)	(41,019)
Interest expense, net	5,293	2,742	8,035	5,653	3,158	8,811
Gain on						

repurchase of debentures - - - (1,199) - (1,199)	Gain on sale of long-term investment (3,444) - (3,444) - - -	Gain on settlement of claim (4,583) - (4,583) - - -	Loss (gain) on foreign exchange 59 (2,313) (2,254)	10,035	
(11,066)	(1,031)				
- Loss before income taxes (63,064)	(515)	(63,579)	(47,386)	(214)	(47,600)
Income tax expense (recovery)	14,061	8,494	22,555	(5,098)	2,253
					(2,845)
					Net loss
(77,125)	(9,009)	(86,134)	(42,288)	(2,467)	(44,755)

on sale of short-term investments 5,279 12,652 ----- Net cash
from investing activities 5,093 4,308 Decrease in cash and cash equivalents
(3,783) (26,106) Cash and cash equivalents, beginning of period 8,332
34,540 Cash and cash equivalents, end of period 4,549 8,434
----- Consolidated Statements of Cash
Flows For the years ended December 31st, (in thousands of dollars) 2004
2003 (audited) (audited) Cash flows used in operating activities Net loss
(86,134) (44,755) Adjustments to reconcile net loss to net cash used in
operating activities: Depreciation and amortization 12,931 13,288 (Gain)
loss on disposal of property, plant and equipment (166) 58 Asset impairment
2,364 1,993 Gain on repurchase of debentures - (1,199) Gain on sale of
long-term investment (3,444) - Gain on settlement of claim (4,583) -
Non-cash stock compensation 247 - Future income taxes 21,821 (5,733)
Increase in lease liability 1,586 - Changes in operating assets and
liabilities: (Increase) decrease in long-term accounts receivable (4,073)
21,832 Decrease (increase) in non-cash working capital items 21,496
(18,106) Unrealized foreign exchange (3,236) (11,393) -----
Net cash used in operating activities (41,191) (44,015) Cash flows from
(used in) financing activities Repayment of bank indebtedness (3,000)
(7,000) Repayment of long-term debt and lease liability (12,536) (10,429)
Repurchase of debentures - (2,801) Proceeds from issue of shares and
warrants, net of share issue costs 46,787 6,157 ----- Net
cash from (used in) financing activities 31,251 (14,073) Cash flows from
investing activities Acquisition of Netro Corporation, net of cash acquired
- 21,498 Decrease (increase) in restricted cash 5,191 (616) Other assets
(579) - Purchase of property, plant and equipment (6,217) (5,714) Proceeds
on sale of property, plant and equipment 859 - Purchase of short-term
investments (45,439) (3,231) Proceeds on sale of short-term investments
48,796 34,276 Proceeds on sale of long-term investment 3,444 -
----- Net cash from investing activities 6,055 46,213
Decrease in cash and cash equivalents (3,885) (11,875) Cash and cash
equivalents, beginning of period 8,434 20,309 Cash and cash equivalents,
end of period 4,549 8,434 ----- >>

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Event Brief of Q4 2004 Silicon Laboratories Inc. Earnings Conference Call - Part 1

FAIR DISCLOSURE WIRE

January 24, 2005

JOURNAL CODE: WFDW LANGUAGE: English RECORD TYPE: FULLTEXT

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CORPORATE PARTICIPANTS . Shannon Pleasant, Silicon Laboratories, Inc., Director, Corporate Communications . Dan Artusi, Silicon Laboratories, Inc., President & CEO . Russ Brennan, Silicon Laboratories, Inc., CFO
OVERVIEW SLAB management announced 4Q04 revenue of \$95.5m, with full year-end revenue of \$456m, a 40% increase over 2003. Guidance was given for 1Q05 revenues of \$101-105m, and mobile handset business is expected to drive this growth. Diluted net income per share on a GAAP basis is expected to be \$0.25-0.28 without adjustments. Q&A Focus: GM, DAA business, market share, Aero business, inventory, TI announcement, and Samsung business.
FINANCIAL DATA A. Key Data From Call 1. 4Q04 revenue was \$95.5m. 2. Full year-end revenue was \$456m. 3. Gross margin for 4Q04 was 54.8%. 4. 4Q04 research and development investment was \$20.1m or 21% of revenue. 5. Invested \$75m in R&D in 2004, a 55% increase over 2003. 6. GAAP net income for 4Q04 was \$13m or \$0.24 per fully diluted share. 7. GAAP net income for fiscal year 2004 was \$76.7m or \$1.39 per fully diluted share. 8. Cash and investment at the end of 4Q04 increased sequentially by \$36m to \$277m. 9. Net capital expenditures were \$22m in 2004. 10. In 2005, capital expenditures are expected to be about \$25m. 11. 1Q05 gross margin percentage to be 54%. 12. 1Q05 research and development investments should be about 21% of revenue. 13. 1Q05 revenue to be in range of \$101-105m. 14. 1Q05 diluted net income per share on GAAP basis \$0.25-0.28. 15. 1Q05 adjusted diluted net income per share \$0.26-0.29.
PRESENTATION SUMMARY S1. 4Q04 Overview (D.A.) 1. 4Q04 Revenue: 1. 4Q04 revenue was \$95.5m; in line with expectations. 2. Full year-end revenue was \$456m. 1. 40% increase over 2003. 2. 2004 Activities: 1. Expanded product portfolio. 2. Entered new markets. 3. Added to world class team. 4. Tried to globalize business. 5. Company operating with very healthy balance sheet and increasing cash flow. 6. Invested heavily in R&D and other key areas critical to future growth.
S2. Financial Results (R.B.) 1. 4Q04 & Year-End Financial Results: 1. Broad-based mixed signal revenue (includes Silicon DAA, ISModem, ProSLIC, DSL analog front-end, clock chips, optical transceivers and CDRs, satellite radio tuner, RF synthesizer for non-handset applications, and MCU products) represented approximately 56% of revenue in 4Q04. 1. Represented about 50% of revenue in FY04. 1. 40% increase from 2003 levels. 2. Mobile handset revenue (driven exclusively by the Aero transceiver family) represented approx. 44% of revenue in 4Q04. 1. Represented about 50% of business in

FY04. 1. Up 40% from 2003. 3. Gross margin for 4Q04 was 54.8%. 1. Down slightly from 3Q04 levels. 2. Slightly lower than expected. 3. Decrease solely related to decrease in broad-based mixed signal margins from 3Q04 levels. 4. 4Q04 research and development investment was \$20.1m or 21% of revenue. 1. Increase was slightly less than expected due to some product activity moved to 1Q05. 2. Invested \$75m in R&D in 2004, a 55% increase over 2003. 3. Two-thirds of new hires during the year were engineers. 5. Selling, general, and administrative expense was \$15m or 16% of revenue in 4Q. 1. This was lower than expected due to approx. \$600,000 reduction in bad debt reserves. 1. This was result of a \$31m decrease in accounts receivable. 2. Also had a \$200,000 decrease in outside services. 6. GAAP operating income for 4Q04 was \$16.2m or 17% of revenue, excluding a \$900,000 non-cash charge for an amortization of deferred stock compensation. 1. Adjusted operating income for 4Q04 was \$17.1m, 18% of revenue. 7. Year-end reconciliation of effective income tax rate on a GAAP basis was 31.3% for the full year and 26.1% in 4Q04. 1. The resulting management rate was 30.1% for the full year and 24.9% in 4Q04. 2. The lower than planned 4Q04 tax rate was due to the conclusion of IRS tax audits through 1999, which resulted in a favorable settlement. 3. In 2005, expect tax rate to be 20% due to the 4Q04 completion of a strategic tax project that aligns financial structure with the international operational structure the company put in place over the last few years. 8. Other income was \$1.3m. 1. Higher than expected due to the gain on sale of test equipment of approx. \$200,000 and additional interest earned on sales and use tax settlement payment of about \$100,000. 2. Other income expected to be about \$1.2m in 1Q05, increasing modestly throughout the year as continue to build cash. 9. GAAP net income for 4Q04 was \$13m or \$0.24 per fully diluted share. 1. Fiscal year 2004 GAAP net income \$76.7m or \$1.39 per fully diluted share. 1. Up 62% from \$0.86 per fully diluted share in 2003. 2. Adjusted net income per fully diluted share, excluding the non cash deferred compensation charge, was \$0.25 in 4Q04 and \$1.47 for the full year. 1. Compared to \$1.18 per adjusted fully diluted share in FY03. 10. SLAB has a very strong cash position entering 2005. 1. Cash and investment at the end of 4Q04 increased sequentially by \$36m to \$277m. 11. Account receivable totaled \$46m with DSO back in line with historical levels at 44 days. 12. Inventory decreased slightly during the quarter, as expected, and closed at \$38.4m with days of inventory at 80 days. 1. Sales from distribution reached 52% of total revenue in 4Q04. 2. Inventory at distributors grew slightly less than \$2m. 3. Seen as an indicator that inventory problems are largely in the past. 13. Net capital expenditures were \$22m in 2004. 1. Majority of capital spent on engineering tools, new product programs, and systems improvement. 2. In 2005, capital expenditures are expected to be about \$ 25m. 14. Fully diluted shares in 4Q04 were \$54.6m, about even with 3Q04 levels. 1. Fully diluted shares in 1Q05 are expected to be about flat with 4Q04 and then increase slightly each quarter throughout 2005. S3. Business Activities (D.A.) 1. 4Q04 Business Activities: 1. Revenue and earnings increased and SLAB managed during time of industry fluctuation and changing customer needs. 2. SLAB maintained a pristine balance sheet, generated cash, integrated acquisitions, and improved market position. 3. With the exception of the synthesizer, all products grew in the double or triple digits year over year in 2004. 1. This includes mature products, where have substantial market share, as well as new products. 1. For example, with the broad-based mixed signal business, the fastest growing product lines this year were the MCU products, the ProSLIC products, the networking products, and ISModems. 2. SLAB's DAA business also grew by greater than 10% during the year, due to increases in market share and customers like Apple and ProNet (phonetic) and DAA wins in new markets like VoIP. 4. In the 4Q04 the broad-based mixed signal business decreased to \$53.9m. 1. Price pressure continues in the silicon DAA business and expect further ASP declines in 2005. 2. Have a

significant share in PC modem market and have opportunities to expand market share at Dell, HP, and Novell, for example. 5. The ISOmodem business, which grew over 35% year over year, was down slightly more than expected in 4Q04 due to weakness in the set-top box and PVR market. 1. The design wins with Lipman, the leader in point of sale terminals, were announced in the quarter. 1. This design win is evidence of new ISOmodem market opportunities. 2. The business will continue to diversify in the coming year. 6. The ProSLIC products were up almost 150% in 2004, compared to 2003. 1. VoIP was a huge growth story, and this should continue in 2005. 2. ProSLIC revenue is tied closely to **service provider** promotions. 1. Aggressive marketing and deployment of VoIP services around the world as a good indicator of demand in 2005. 2. Of the 40 service providers that we track deploying VoIP today, about 65% have equipment using our ProSLIC devices. 3. Over 4Q04, ProSLIC's revenue declined sequentially as customers worked through inventory. 4. This business may be choppy from quarter to quarter, but should show strong growth on an annual basis. 7. Microcontroller revenue nearly tripled in 2004 to \$19.4m compared to pro forma revenues in 2003. 1. During 4Q04 added approx. 160 new design wins. 2. 2,500 development kits were shipped, bringing the lifetime total to over 25,000. 1. Development kit sales seen as new revenue opportunity and seen as an indicator of future revenue growth. 3. In 2004, MCU portfolio expanded from 50 to just over 75 products. 4. During 4Q04 announced latest generation of popular USB to UART bridge. 5. New products added to both CAN and small form factor MCU family. 6. Entrance into short range wireless market announced. 1. Targeted cost-effective remote monitoring, sensing, and control. 7. Research and design efforts in the MCU pipeline will give access to attractive opportunities in the power control and sensor interface market. 8. Revenues for the AERO transceiver family in 2004 went up about 60% compared to 2003. 1. Plan to build on this success and believe that the mobile handset product, both existing and those in pipeline, will drive strong long term revenue growth for SLAB. 9. In 4Q04, mobile handset revenue was \$41.5m. 1. Sales to Samsung, which were 17% of revenue for FY04, declined to 10.5% of revenue in 4Q04. 1. The inventories should now be aligned, and Samsung revenues should double sequentially in first quarter. 2. Samsung introduced many new handsets with SLAB's transceiver during the 4Q04, including X427M and C200. 3. Samsung also adopted the Aero II transceiver, the most integrated RF transceiver available for the GSM/GPRS handset. 2. Non-Samsung revenue decreased sequentially during the 4Q04 by 5%. 1. Plan to ship approx. 5% less than 4Q04 levels during 1Q05. 10. China market difficult to forecast. 1. Further consolidation likely. 2. Continue to be extreme pricing pressure on low-end handsets as local makers try to maintain market share. 3. Continue to take conservative view of Aero revenue there until visibility improves. 11. Aero II achieved significant market acceptance. 1. Represented almost 15% of new design wins. 12. US market beginning to embrace EDGE and feel it is a very strong first generation product. 1. Aggressively competing for design wins for next round of EDGE handsets and Aero EDGE revenue should be seen in second half of 2005. 13. Power Amplifier remains an essential element of business strategy. 1. As a standalone device, it addresses the high-volume, low-end of the GSM handset market. 2. With Aero II, it provides smaller footprint, lower materials, and best performing radio available. 3. For past 9 months, customers have tested PA technology, validated performance, and began design activity. 4. Several customer designs in advanced stages and should announce these design wins over next two quarters. 5. Expect meaningful PA revenue in second half 2005. S4. Guidance (D.A.) 1. Guidance for 1Q05: 1. Gross margin percentage to be 54%, down slightly from 4Q04. 2. Research and design investments should be about 21% of revenue. 3. SG&A expenses should be approx. 16% of revenue. 4. Adjusted operating profit will be in 16-18% range. 5. Revenue in range of \$101-105m. 6. Mobile handset business will

drive revenue growth. 7. Broad-based mixed signal business will be flat to down. 8. Diluted net income per share on GAAP basis \$0.25-0.28. 9. Adjusted diluted net income per share \$0.26-0.29. QUESTION AND ANSWER SUMMARY Q1. (Jeremy Bunting, Thomas Weisel) What is the timetable for an introduction for a fully integrated EDGE version of Aero II, rather than the EDGE radio?

A. (Dan Artusi) As we have discussed before, we are deploying the Aero EDGE radio solution today. We have a lot of customers who have been awaiting this solution. We have given a lot of very good feedback. This is the architectural basis, for our Aero IIE, and we expect to have the Aero IIE introduction later in the year. Q2. (Jeremy Bunting, Thomas Weisel) Could you just comment with a little bit more detail on both the decline in GMs and the decline in accounts receivable please?

A. (Russ Brennan) In terms of accounts receivable, it basically relates the 3Q to 4Q decrease is in line with revenue decrease, where we went from approximately \$121m in revenue to \$95m. So we were down about \$26m in revenue from quarter to quarter. That represents a majority of the decrease of \$31m in aggregate. In terms of GMs from quarter to quarter, we had guided GMs to be flat to 3Q. We were down 0.8 of a point from that. That was solely in the broad-based, mixed signal area, primarily related to mix-related issues within the several different product areas in that classification. Q3. (Craig Berger, Smith Barney) I had a question on the DAA business. It seems like competition is maybe a little more aggressive there than it was a quarter ago, and I was wondering about the GM impact there. I know you just mentioned the mix issues there. Secondly, I just wanted to know if you guys could comment on TI's single chip platform announcement this morning?

A. (Russ Brennan) in terms of the DAA business, the margins were slightly impacted by some of the ASP decreases we saw in 4Q. So that was a component of the decrease that took place in aggregate and broad-based, mixed signal. In addition to that, the DAA business was slightly lower than we had expected, as it looks like we have now cleared up all the inventory issues that were out there at the beginning of 4Q. Q4. (Craig Berger, Smith Barney) Are the more aggressive price declines something you would expect to continue in 1Q, or do you see that abating at all?

A. (Russ Brennan) We would expect those to continue in 1Q and throughout the year. A. (Dan Artusi) The announcement today actually was something that had been out, pre-announced for the last couple of years. Overall, we are excited about the TI announcement. We think this is a milestone. CMOS solutions are becoming pervasive. This is an endorsement of what we have been preaching for the last several years that CMOS is the only way to do radios. Those competitors out there that don't have a CMOS solution and they are implementing their radio in other technologies are going to be facing a blind alley in the marketplace roadmap. The other piece is we are very encouraged to see that Nokia is changing their strategy. They are going to merchant solutions out there, so that opens all kinds of opportunities for other vendors. As you know, traditionally they have been doing all their RF, all their transceiver designs themselves and using foundry services. So this is a change. Regarding SLAB, we don't see a near term impact of total market share based on this announcement today. Q5. (Craig Berger, Smith Barney) As the base band continues to soak up more functionality, is that something you guys might be looking at?

A. (Dan Artusi) We don't comment on speculation on development, and we are very excited about the wireless roadmap that we have in front of us. The results of Aero II, the rapid adoption of Aero II, and the ramping into production this quarter, we are very pleased. We have continued to make progress using very advanced CMOS technologies to implement our RF solutions. We are very pleased on the path we are on. Q6. (Mark Edelstone, Morgan Stanley) With the guidance you're offering up for Samsung in the 1Q, would you expect that you'll basically be at consumption rates with them in

1Q?

A. (Dan Artusi) Yes, we believe so. Q7. (Mark Edelstone, Morgan Stanley) Then if you look at the non-Samsung business, on your 4Q run rate, I know the visibility is more difficult there, but where do you think your shipments were in 4Q relative to actual end consumption for the designs that you have there?

A. (Russ Brennan) We believe that in 4Q we were essentially slightly below consumption rates. There was some minor expediting that took place at the end of 4Q where we were partially able to meet some of the requests for additional inventory. But we do expect, and we are planning to be a very cautious in that channel and would expect revenues to drop about 5% sequentially from 4Q to 1Q. Q8. (Mark Edelstone, Morgan Stanley) It sounds like that decline that you're forecasting for 1Q is mostly seasonality then?

A. (Russ Brennan) That would be the majority piece of it, and in some areas, some inventory rebalancing. Q9. (Mark Edelstone, Morgan Stanley) I certainly understand the guidance for 1Q, where the mix will shift back to a bit more wireless. But as you look at the year as a whole and look at how you think your mix is going to play out and take into consideration that maybe the pricing environment will be a little bit more aggressive than what we saw, let's say in 2004, does 54% feel like that is the right kind of percentage for you guys? How do you think GMs generally would trend throughout the year?

A. (Russ Brennan) We believe that 54% is a very reasonable projection for us in 1Q05. I would also say that 1Q is also being impacted by some planned startup expenses related with the ramp of Aero II into production, which normally occurs in the early stages of a production ramp. Throughout the balance of the year, we would expect margins to trend up slightly on increasing revenue as the year progresses. Q10. (Blaine Carroll, Oppenheimer) When you look at Samsung, you said that you were pretty much at consumption rate. What type of visibility do you have with them beyond 1Q? Did they give you build plans or order indications or anything of that nature?

A. (Dan Artusi) What we do is we run a process here, a sales and operating planned process every month where we look at 12-month rolling and we take data from the field. As I commented in some previous calls, we have been solid. It is a very good tool that allow us to capture data in the field. Every 30 days basically we look at what is out there and what we are getting from the customers. But this market is very fluid, so we get data, a customer provides us with a forecast, but we also do a lot of testing of that demand. Q11. (Blaine Carroll, Oppenheimer) What are your assumptions for handset growth through the year based on that model?

A. (Russ Brennan) Right now, while we really haven't gone out and put together our own forecast of handset growth, I would say relative to what Samsung has discussed publicly, they look to be growing their handset business by approximately 10% from 4Q to 1Q. We factored that unit increase into our plans specifically and have agreed with Samsung on what the demand is in 1Q. So the full year, Samsung is talking about increasing their total handsets from about 88m to slightly over 100m and that is the sort of rough range that I have seen that has been predicted out there. Obviously at this point in time, it looks like total handset market GSM includes GPRS with CDMA is looking like it is going to be growing from about the 660m range to 700-710m unit range. That is really the most aggregate view that we have at this point in time. Q12. (Blaine Carroll, Oppenheimer) That is consistent. Also on the pricing, can you talk about the pricing environment with the Aero product?

A. (Russ Brennan) Yes, the Aero pricing, as we stated before, has been aggressive. We would expect Aero pricing to stay on a curve of approximately 20% decline per year. A. (Dan Artusi) We are very well positioned on the operational basis to deal with those ASP changes. We have

been making a lot of improvement over the last several years the way we have lined up our supply chain, the move that we made to a smaller guide, different test flows. We have been spending a lot of time, and you can see looking back at what our GMs have been, we have been able to manage through the typical semiconductor industry ASP decline. That is a given, that is a constant in this industry. So I'm very pleased with the operations team that has been able to introduce the cost reductions and the efficiencies in the system to maintain those GMs. Q13. (Blaine Carroll, Oppenheimer) The one question we have been getting a lot of late is on GCT and their position in the market. I wonder if you can just comment on them and the relationship that Samsung has with them?

A. (Dan Artusi) Well, a lot of people are trying to do transceiver in CMOS. Obviously it has taken quite a while for people to come out with parts. That is another justification that CMOS is the way to go. Regarding Samsung, Samsung is an investor. There is an arm of Samsung called Samsung Ventures, and that should now be read that Samsung is a user of the device. Many companies have investment arms that invest in different technology, different companies. Q14. (Kalpesh Kapadia, CE Unterberg, Towbin) You implied that CMOS is the way to go, and with the TI's announcement to Nokia, what is moving towards that? Does that mean that outside of Samsung and LG with your solution it could crack into another top tier OEMs this year as a goal?

A. (Dan Artusi) We are always working with a lot of customers, with top tier customers, and we have a proven solution. There is no more doubt about what CMOS can do. We have shipped over 100m units, way over 100m units, and the performance is there. So we stay the course right here, and we will continue working with all the customers. Q15. (Kalpesh Kapadia, CE Unterberg, Towbin) In terms of new and existing product line side on wireless, what are we looking at in terms of integration or adjacent products? And by when will we know?

A. (Dan Artusi) I think that you're going to start getting a glimpse of that throughout the year. Our goal is to increase the content per handset. So what is in the pipeline? A very exciting pipeline, we have made the right investments. We added the right people in R&D. You're all familiar with the kind of talent we have in the company and the high expectation we have when we bring engineers. We have brought two-thirds of the headcount that we had in the year went into the engineering area. So we are very pleased adding key talent to this new area. Bottom line is we are focusing on expanding our content on the handset and obviously continuing the roadmap as their interfaces change or their expansion of their interface requirements out there. Q16. (Tore Svanberg, Piper Jaffray) I am still a bit puzzled about the lumpiness of Samsung. Could you perhaps give us an insight on how much of the March quarter is restocking of legacy products and how much is new business?

A. (Russ Brennan) As we stated previously, in 4Q we made a very conscious effort to bring down Samsung's inventory in line with Samsung's inventory targets. We felt that we have done that now in 4Q, and we will be shipping into Samsung at a rate that is equal to their consumption rate here in 1Q. A. (Dan Artusi) Let me expand on that. We announced that Samsung has adopted Aero II, so that means new platforms into Samsung with Aero II is going into. We continue to have a dominant market share. We continue to win designs. I mentioned in my earlier comments a couple of models that Samsung has announced, and we see opportunities to gain share in EDGE during 2005. The relationship is as vibrant as always. They have their challenges in 4Q, but we have a strong presence on all their activities. Q17. (Tore Svanberg, Piper Jaffray) Very well then. I know you usually don't disclose backlog and bookings, but could you give us at least some visibility metrics to your guidance?

A. (Russ Brennan) Sure. At this point in time, we feel very comfortable with our guidance. We had a very strong set of meetings with

all our customers on what their demand plan is in 1Q, what their supply is of our components, and what our agreed-upon shipment plans into those customers are. So therefore, where we are right now relative to those commitments is pretty much where we would expect to be. Q18. (Tore Svanberg, Piper Jaffray) Finally on the power amplifier product, I guess it is almost a year since you introduced it. What is it that may be causing that to delay a little bit to go into production? Are there yield issues? Or help us understand a little bit the complexity of that launch?

A. (Dan Artusi) It is customer evaluation. It is not a yield. It is not a technology issue. It is customer evaluation. As I have said in past calls, customers take longer to evaluate PAs. This is a disruptive technology, this is a change. But anybody in the marketplace that thinks that the transition to analog technology is not going to take place is fooling themselves. Because the history of semiconductor shows that when people started talking about the MY switch from bipolar technology, and obviously the bipolar people said that was never going to happen, it took place. Sooner or later those changes happen. As a matter of time, a matter of giving the customer the evaluation. I have witnessed in my career two or three of these big transitions in the industry. I would not bet against one of these big transitional changes. Q19. (Tore Svanberg, Piper Jaffray) I know you don't talk a lot about your product roadmap in detail, but any thoughts about WCDMA at this point?

A. (Dan Artusi) We have indicated in the past that WCDMA is in our roadmap, and later on throughout the year, we are going to give more granularity on our plans. Q20. (Brian Modoff, Deutsche Bank) When do you expect to have your first EDGE product, the one with the external modulator, out in volume?

A. (Dan Artusi) We are working actively with several customers right now. I think in the next couple of quarters we are going to be talking very specific designs. The way I see it today is our solution may come into play in the marketplace to rescue some of the handset OEMs, based on some information I'm getting realtime. All of the promises of higher efficiencies using this polar architecture for EDGE is becoming an empty promise based on the interest we're getting. A lot of people follow all of these great ideas. Bipolar and OEMs have time to see some other big issues that are presented by this architecture. We have a very, very solid solution. Customers are not going to accept lower efficiencies on EDGE than what they have fought very hard to achieve in GSM/GPRS, so there is no going backwards in terms of performance. So unfortunately, the solutions are there, they are promoted out there. They are hard to implement, hard to bring in production, and in many cases lower efficiencies. I believe we are well-positioned. We have talked to a lot of customers, we have got a lot of feedback, and we are showing real data on our performance, and customers have bought, they are awaiting the parts. We are very encouraged by the feedback we are getting. So stay tuned; we should be talking more in the next couple of quarters.

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Q2 2004 AsiaInfo Holdings Earnings Conference Call - Final

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OPERATOR: Good evening, ladies and gentlemen, and welcome to the AsiaInfo Conference Call to discuss Second Quarter Earnings Results as well as the Acquisition of Lenovo IT Services Business. I'd like to turn the floor over to your host, Rachel Huo. Madam, the floor is yours. RACHEL HUO, MANAGER OF INVESTOR RELATIONS, ASIAINFO HOLDING INCORPORATED: Hello, everyone, and welcome to AsiaInfo's 2004 second-quarter conference call. Firstly, I hope that most of you have seen both of our press releases, which we issued today -- the first on our earnings results and the second on our agreement with the Lenovo Group acquired, a Non-Telecom related IT Services Business. Mr. Xingsheng Zhang, our President and CEO, will make some remarks about the quarter and our new acquisition; and Ms. Ying Han, our CFO, will then provide briefly detail on financial results and highlights. Following their prepared remarks, Mr. Zhang and Ms. Han will be available to answer your questions. We are also pleased to be joined today by Mr. Bing Yu, Senior Vice President and Head of Lenovo's IT Services Business, who will be the new head of the Lenovo AsiaInfo; he will also available to take your questions at the end of the call. Before we continue, allow me to read our Safe Harbor statement. During this conference call, representatives of the company may make forward-looking statements in an effort to assist you in understanding the company and its results. Please refer to the company's reports filed with the SEC for discussion of important factors that could affect future results. As a reminder, this conference call is being recorded. In addition, a webcast of this conference call will be available on AsiaInfo's corporate website, at "www.asiainfo.com." Also, please note that all figures mentioned, during this conference call, are in US dollars. I will now turn the call over to Mr. Xingsheng Zhang, President and CEO of AsiaInfo. XINGSHENG ZHANG, PRESIDENT & CEO, ASIAINFO HOLDING INCORPORATED: Hello, everyone. Thank you for joining us. As Rachel already mentioned, (inaudible) to discuss today. Let me start with some general comments on our second quarter. I will then discuss details about today's agreement to acquire Lenovo's Non-telecom Related IT Services Business. We are pleased to meet our guidance for this quarter. During the quarter, we made a great stride to solidify our leading position in China's soft market with major software contract plan with China Mobile, Zhejiang and the Jiangxi subsidiary and as we work for our commercial launch of our OpenBOSS Version 1.5 solution, which was our announced (ph) company. Despite the recent (inaudible) this quarter presented some serious challenges. (inaudible) in the Telecom industry combined with the Chinese government increased the measure book on sold. Economies of the world have also impacted the Telecom industry and have continued to (inaudible) spending by our Telecom customers, and consequently to the delay of many largest projects. Turning to our

enterprises information solution, we're yes, this quarter we've worked on product maturity developments, including R&D and the marketing and the sales activity to infuse the AsiaInfo brand among new customer group. Although new contract wins were lower than expected in this quarter, we continue to be positive about this business. According to the Chinese Research firm, the revenue overall IT spend in China was reached \$1 billion in year 2008. We're expecting our compound annual growth reach of 18.5%, (inaudible) results will come from IT software and services. We expected to grow approximately 28 annually to become \$32 (ph) billion market in year 2008. This brings us with today's announcement that we'll be signing significant agreement to acquire Lenovo's non-telecom unrelated IT services business in a stock transaction valued at \$36.3 million US. As the many of you know, Lenovo is the China's leading IT company and has (inaudible) high brand making in this country. Combining these two (inaudible), our yearly provision AsiaInfo would take greater advantage of the growing IT market by leveraging Lenovo's leading brand name, strong sales network and existing customer base in vertical industries including manufacturing, finance servicing and the government in particular to create powerful cross-marketing opportunity for AsiaInfo's leading customer solution. We will be forming a new business called Lenovo-AsiaInfo, which will combine the Lenovo IT services business being acquired and the AsiaInfo's (inaudible). This new business has greatly expanded our current enterprises offering and will provide a total product and services, management consulting, as well as a GHR and the business intelligence, e-commerce and the financial development through Chinese enterprises being inductive beyond telecom. We have expressed (inaudible) as a consultant and the software engineers that Lenovo breaks through the competition. Lenovo-AsiaInfo will be a leading IT service provider in China. The effect in the rational report issued by IDC, Lenovo is in the IT services business is a large competitor with IBM and ITT as one of the top three IT consulting firms in China. The new Lenovo is in competition with the major driver for revenue going forward. More importantly however the entity will provide a solid platform for AsiaInfo to accelerate its intelligence from this quarter completely into an enterprise sector. I'm also pleased to work on these being used for joining AsiaInfo's (inaudible) team as the head of Lenovo; it's info business. Mr. Ying (ph) will also join the board as (inaudible). I'm confident that he will either assist following operation of the two companies, which will have around 100 employees and will be based in AsiaInfo, Beijing and Santa Clara (ph). With the (inaudible) Lenovo in 1990, has made a greater contribution to (inaudible) Lenovo brand has a very deep experience in the sales by Marty. Since 1996 they have been in-charge of the market strategies for Lenovo PC business, including their discovery (inaudible) of the sales channel. We are also prepared to work on Lenovo's Group as our new traditional customer and one of our largest shares of stockholder. By access install Lenovo has to recognize the significant upside of this condition and in the long-term of (inaudible) AsiaInfo. This is a strong vote of confidence from one of the China's largest and the most respected publicly treated IT company. Let me now turn the call over to Ying Han who will review the finance highlight. YING HAN, CFO, ASIAINFO HOLDING INCORPORATED: Thank you Xingsheng. This morning rather than going to all the numbers in the press release, I will provide some information on key results for the quarter. I will also discuss guidance for the third quarter and revise today's announced transactions. First, gross revenue for the quarter were down year-over-year sequentially, this is largely due to a declining level of hardware passthroughs, as we continue to strength our main focus on software and services. The lower passthrough also accounted for higher gross margin, which increased to 29% from 27% in the corresponding period a year ago and from 29% last quarter. As you may have seen in our press release, in order to provide a clear breakdown of revenues, we have adjusted our reporting structure in the

following categories. Software products and the solution revenue, which includes software license revenue and software service revenues. Network solution revenue, which includes services related to network planning, designing, systems integration and training. And third party hardware revenues, which consist of hardware sales for impairment for dues -- sorry -- procure financial inclines from hardware vendors on behalf of our customers. Previously, we reported software revenue and network solution revenue. Gross profit for the quarter increased 21% year-over-year and decreased 6% from previous quarter due to costs associated with the recruitment of over 100 service engineers from Wholewise, one of the key competitors in the China Unicom market. Net revenues, net of third party hardware costs for the quarter reached \$15.8 million, a 24% increase over the period a year ago and a 5% increase sequentially. Enterprise information service contributed just 3% of the net revenue this quarter as we continue to feel sales and marketing organization better future growth. As we discussed, one of the main purpose of Lenovo IT service transaction is to leverage Lenovo's strong sales and marketing organization in telecom market further slide industrial revenues going forward. Software product and solutions revenues were up 47% year-over-year or \$344 million year-over-year. This increase was driven largely by revenues from OSS Solutions projects. Software sales were down however 3.5% sequentially, due to slower overall performance in the first quarter which impacted Q2 revenues. Network service revenue for the quarter increased 7% year-over-year and 36% from the previous quarter. This increase was driven by network service project associated with the OSS projects, we completed during the quarter. Total operating expenses for the quarter was down 20% year-over-year. The main reason for this was the decrease in general, administration expenses, caused by a bad debt collection of about \$1 million in Q2. Holding the decreasing gross profit, operating profit was down sequentially to \$1.8 million from \$4 million in the previous quarter despite the sequential decrease in operating profit. Moving to our balance sheet, we ended the second quarter with a cash provision of about \$155 million, an increase of \$5 million driven by a positive \$5.2 million net operating cash flow, driven by lower inventory and the collections of **account receivable**. Our inventory position was down significantly to \$1.4 million from last quarters \$3.8 million. It was also due mainly to the lower amount of power costs during this quarter. DSOs in the second quarter was 208 days. We were higher than last quarter largely as a result of lower collection from certain network solution process to which our increment was delivered to the customer already but 10% to 20% of payments was restored until project completion, which picks an average of 90 customers. We did however get our higher collection rate for cost revenue with DSO and allowance 120-day. Let me now read to you our financial guidance for the third quarter of 2004. Please note that fully all those statements, are based on current expectation. These statements are forward-looking and actual results may differ materially. Net revenue, net of hardware cost is expected to be \$13 million to \$14 million in the third quarter. We expect EPS in the third quarter of 2%. Please note that the guidance for third quarter does not include any conclusion from Lenovo-AsiaInfo. Since we knew sometime is noteworthy. Now I'd like to briefly look into the key highlights of the transaction. It's based on amount of transaction, since the beginning of our long-term strategic partnership between the Lenovo and AsiaInfo. This partnership takes through reflect, its in soft nature of the field. In effect that's the write-off the CUC (ph), Lenovo front end that will access Lenovo's commitment to cover 5% of AsiaInfo outstanding share, on the base of conversion, for at least to five-year. The terms of the agreement allow us to limit dilution of AsiaInfo stock by 13 per share measurable from the Lenovo at 5.1 million shares, or last 11% of AsiaInfo outstanding shares. Cost rates expenses of share price of \$7 a share, for

total transaction value of 36.6 million. After closing, we can issue this year as the time of our (inaudible) with the assessment as a believing market price. In the event, that this share price -- on the competition is lower than \$7 per share, the difference between that's in position and the share measures will be pending cash of share at AsiaInfo's description. As we mentioned in our press release, we expect strong cross-selling synergies through the sales network lastly from Lenovo with extension software is offering across the telecom industry. We also expect to achieve cost savings from conservation of administration infrastructure. As with savings, we expect to utilize 14 to 15 % increase in AsiaInfo's net revenue during the 12 month after closing as a result of this transaction. Most of this growth is anticipated to come from customers in vertical industries other than telecom. And according to our projections of cost, on annual synergies, we expect the Lenovo-AsiaInfo will be profitable; in it's first year of operation. Now let me turn the call back to Xingsheng for his closing remarks. XINGSHENG ZHANG: Thank you, Ying. Well, it's exiting about first our news today, Asiainfo has a unique and a differentitive offering compared to our local and the global competitors. We -- instinctive on advantage new doesn't run the leadership in the local market service. I'm more confident that today's companies have with none of our group IT service business were placed significant value for our shareholders in among this and a year back ahead. Thank you for your continued support for the company. I'll now open the call for questions. OPERATOR: Thank you. The floor is now open for questions and comments. If you do have a question, please press the "star" key followed by the "one" key on your touchtone phone at this time. Once I again that is "star" followed by "one" on your touchtone phone at this time. Once again the floor is open for question. If you do have a question or comment, it is "star "one" on your touchtone keypad at this time. Our first question comes from Paul Kruger (ph). PAUL KRUGER, ANALYST: Yes, guys. If you can explain why you're using the stock to do the acquisition instead of cash?

UNIDENTIFIED SPEAKER: Thanks. In marketplaces under which really we can feel as the long-term partnership with Lenovo and it's also can be reflected to 5% lookout also five year of the long time partnership. PAUL KRUGER: And one was their specific share amount -- the way you structured the deal, if the stock is down, sure, we get here the more dilution for this deal. So I'm just trying to why -- what it was from a color on this deal?

UNIDENTIFIED SPEAKER: No, we can't. The -- we can't this year. Insured by \$7 per share and it's the difference between their royalty cash. PAUL KRUGER: All right. Thank you. UNIDENTIFIED SPEAKER: Thank you. OPERATOR: Once again, the floor is still open for questions. If you do have a question, please press the "star" key followed by the "one" key on your touchtone phone at this time. Ma'am, there appears to be no further questions. Ma'am, we do have a question. We have a question from Chang Qiu from FORUN Technologies. CHANG QIU, ANALYST, FORUN TECHNOLOGIES: Yes. Good morning Xingsheng. Good morning, Ying. UNIDENTIFIED SPEAKER: Hi. UNIDENTIFIED SPEAKER: Good morning, Chang. CHANG QIU: Yes, for the new accreditation on -- can you give us some color as far as, you know, how profitable are they, when you will close those issues?

UNIDENTIFIED SPEAKER: Repeat your question again. How profitable it closed?

CHANG QIU: Yes, that's right. Aren't they profitable?

UNIDENTIFIED SPEAKER: Not, I think I'm not sure. CHANG QIU: OK. What's your projection?

UNIDENTIFIED SPEAKER: Chang Qiu... CHANG QIU: I'm sorry, what's your projection for the year? Do you think or when they will become breakeven or when the combination... UNIDENTIFIED SPEAKER: OK, I'm sorry. As we did in our present way, we expect that business will be profitable in the first year of this operation after closing. CHANG QIU: When do you think it will

close and where it'll be?

UNIDENTIFIED SPEAKER: Well, we try to -- we'll try to close it, we think, two to three months. CHANG QIU: OK. So in that way mostly it's the next quarter, will we see some difference there?

UNIDENTIFIED SPEAKER: We -- correct. CHANG QIU: OK. Yes, OK. Thank you. UNIDENTIFIED SPEAKER: Thank you. UNIDENTIFIED SPEAKER: Thank you, Chang. OPERATOR: Once again, the floor is still open for questions. If you do have a question, please press the "star" key followed by the "one" key on your touchtone phone at this time. Please hold while we poll for questions. Our next question comes from Lawrence Chin (ph). LAWRENCE CHIN, ANALYST: Hello. UNIDENTIFIED SPEAKER: Hello. LAWRENCE CHIN: Yes, I'm an investor. And do you have any website or -- to explain clearly be in terms of this acquisition with through the cash, I mean, with the stock and then you said this is \$7. And then I don't quite understand how this difference is made up you said it's within the year -- you make up the difference with cash?

YING HAN: Do you need me to explain that now? I think I can explain you now, the total consideration of the deal is \$36.6 million. LAWRENCE CHIN: Right. YING HAN: We'll calculate the shares issueable to Lenovo by use of \$36.6 million, the total consideration divided by \$7 per share, does come out 5 million shares issueable to Lenovo that's the maximum shares we will issue them. But the stock price during the future 12 months will not be able to go up to the \$7, then the difference between the \$7 and that the total consideration will be paid in cash as the tax of the issueable shares to Lenovo. LAWRENCE CHIN: So the total amount of shares -- no matter what happens is not going to be more than 5 million shares issued, right?

YING HAN: Not more than that. LAWRENCE CHIN: OK. And then, if it's less than that within what period of time now, a year?

YING HAN: 12 months after closing. LAWRENCE CHIN: OK. 12 months after closing. OK. Let's say it was \$5, if the stock price was \$5 then how does that transaction work?

YING HAN: Then the difference between \$5 and \$7 will be paid in cash. LAWRENCE CHIN: OK. OK. I think I get it now. YING HAN: OK. Thank you for the question. UNIDENTIFIED SPEAKER: And Lawrence, you just were asking whether you can get our website? They are both in the release and also on our website, that's www.asiainfo.com. OPERATOR: Once again the floor is open for questions. If you do have a question, it is "star", followed by "one" on your touchtone phone at this time. Our next question comes from Paul Kruger. PAUL KRUGER: You know, if you can just give a little more explanation as to macro environment for Chinese Telecoms and how government capital controls are abandoning their spending commitments?

UNIDENTIFIED SPEAKER: First. The monsoon economy, which you are seeing in China, is that is some beginning up with the year. The Chinese government started to control of the over (inaudible) economy, which means affect many sectors had been effected by this overall console measurement. And therefore, I think it means for Chinese Telecom industrial that the most of three out of four major operators, now have to their already left their company. So, there -- return of the investment on their over all investments for the telecom spending now is a matter of culture. Plus, they're controlling of their spending by Chinese central government for their overall economy, which demonstrated their slow investing-- a month, that has been spent in the first half of the year. Our company ensured that IMRI (ph) means that the information in industrial, official statistic that report, in the first of five month, at the

of May, the total telecom spending, was staffed about 9% increase year-over-year increase in that. Compared to their modern couple of increasing the 30 segment that customers are further (inaudible), based on investment goals of Chinese who offers rather low, also compare year-over-year growth. Last year, in the year 2003, the segment (ph) the growth rate of the investments have spending versus 34% over year

-over-year growth. So, the total comparison, you can see this year's total telecom spending was in the first half of the year, was a late, that is sufficient. PAUL KRUGER: And how long would be outlook for this kind of macro environment, does it continues for the rest of the year, is next year (inaudible). UNIDENTIFIED SPEAKER: We know this that, the Chinese Central Government has already started to soften this overall measurement, and reasonably, that started to release you from improvement for the Paul the perfect or habitant (ph) as properly, or investing cases. We also know this that our major customer telecom customers, started to raise spending in their kind of a rapidity increase to it. From that fall, last week the China Mobile started to -detect to launch (inaudible) their national wide mobile phones, faced 2005project, which is the invitation that spending now is come out. PAUL KRUGER: Should you think your -- that the third quarter represents a low order mark or the outlook passed the third quarter? Do things get better or worse or still the same?

UNIDENTIFIED SPEAKER: Since low good, now we got to mention in those economy situation, and we're already also give our protocols our guidance that now -- I think we've still see that the protocols are -- quarter is the -- we're already in the final stage, that -protocols gives us causing guidance. PAUL KRUGER: All right. Regarding some of the excess cash you have in the balance sheet, are you restricting any manner from doing stock buybacks?

UNIDENTIFIED SPEAKER: We will announce it if we have plans to raise. PAUL KRUGER: All right. At this point you do not have Board authorization for your stock buyback?

UNIDENTIFIED SPEAKER: I think, I -- that we'll announce it, if we're going to raise, so if we plan do it. PAUL KRUGER: All right: Thank you. UNIDENTIFIED SPEAKER: Thank you. OPERATOR: Once again, the floor is still open for question, if you have a question, press, "star" followed by "one" on your touchtone phone at this time. Once again its "star" followed by "one" on you touchtone phone. And there appears to be no further questions. Excuse me ma'am. UNIDENTIFIED SPEAKER: Yes. OPERATOR: It appears to be no further questions. UNIDENTIFIED SPEAKER: OK. Again, thank you for joining us today. If you have any further questions. Please do not to hesitate to contact myself or any of our IR representative. Thank you. UNIDENTIFIED SPEAKER: Thank you. Thank you. OPERATOR: Thank you. This does conclude today's teleconference. Please disconnect your lines and have a wonderful day. (CCBN reserves the right to make changes to documents, content, or other information on this web site without obligation to notify any person of such changes. In the conference calls upon which Event Transcripts are based, companies may make projections or other forward-looking statements regarding a variety of items. Such forward-looking statements are based upon current expectations and involve risks and uncertainties. Actual results may differ materially from those stated in any forward-looking statement based on a number of important factors and risks, which are more specifically identified in the companies' most recent SEC filings. Although the companies may indicate and believe that the assumptions underlying the forward-looking statements are reasonable, any of the assumptions could prove inaccurate or incorrect and, therefore, there can be no assurance that the results contemplated in the forward-looking statements will be realized. THE INFORMATION CONTAINED IN EVENT TRANSCRIPTS IS A TEXTUAL REPRESENTATION OF THE APPLICABLE COMPANY'S CONFERENCE CALL AND WHILE EFFORTS ARE MADE TO PROVIDE AN ACCURATE TRANSCRIPTION, THERE MAY BE MATERIAL ERRORS, OMISSIONS, OR INACCURACIES IN THE REPORTING OF THE SUBSTANCE OF THE CONFERENCE CALLS. IN NO WAY DOES CCBN ASSUME ANY RESPONSIBILITY FOR ANY INVESTMENT OR OTHER DECISIONS MADE BASED UPON THE INFORMATION PROVIDED ON THIS WEB SITE OR IN ANY EVENT TRANSCRIPT. USERS ARE ADVISED TO REVIEW THE APPLICABLE COMPANY'S CONFERENCE CALL ITSELF AND THE APPLICABLE COMPANY'S SEC FILINGS BEFORE MAKING ANY INVESTMENT OR OTHER DECISIONS. Copyright 2004, CCBN, Inc. All Rights Reserved.) (Copyright:

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Event Brief of Q3 2003 PMC-Sierra, Inc. Earnings Conference Call - Final
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CORPORATE PARTICIPANTS . David Climie, PMC-Sierra, Inc., Director, IR . Robert Bailey, PMC-Sierra, Inc., President & CEO . Alan Krock, PMC-Sierra, Inc., VP, Finance & CFO OVERVIEW Management announced 3Q03 EPS of \$0.00 on revenue of \$63.1m beating analyst estimates. Guidance calls for sequential growth in 4Q of \$68-70m with corresponding improvement in earnings. Q&A Focus: pipeline, expense control, and new technology platforms. FINANCIAL DATA A. Key Data From Call 1. 3Q03 revenue was \$63.1m. 2. 3Q03 GM was 65.3%. 3. 3Q03 operating expenses were \$39.8m. 4. 3Q03 tax rate was 28%. 5. 3Q03 pro forma profit was \$846,000. 6. 3Q03 EPS was \$0.00. 7. 3Q03 cash and cash investments was \$405.2m. 8. 3Q03 inventory was \$19.7m. 9. 4Q sequential growth guidance is \$68-70m with corresponding improvement in earnings. PRESENTATION SUMMARY S1. 3Q03 Financial Results (A.K.) 1. Revenue: 1. 3Q03 revenue was \$63.1m, approx. 5% or \$2.7m more than 2Q03. 2. Cisco and Hewlett Packard only 10% end customers. 3. Drivers to revenue growth: 1. Improved demand for microprocessor products in enterprise equipment market where Cisco is a major customer. 2. Laser jet printer market where Hewlett Packard, Ricoh, and Lexmark are customers. 4. Based on information to date and current backlog: 1. Business conditions continue to improve. 2. Trends toward higher revenues expected to continue into 4Q03. 2. 3Q03 Revenue Split by Geography: 1. North America, 58%. 2. Asia, 34%. 3. Europe, 7%. 4. Other, 1%. 3. GM: 1. 3Q03 GM increased to 65.3% from 64.7% in 2Q03 due to: 1. Increases in sales volumes. 2. Absence of current-quarter, lower-margin, legacy, non-networking medical product business. 4. Operating Expenses: 1. 3Q03 operating expenses were \$39.8m on a non-GAAP basis vs. \$44.3m in 2Q. 2. Expenses lower due to: 1. Benefits associated with Jan. 2003 restructuring were fully effective throughout quarter. 2. Timing associated with expenditure of certain development costs. 5. Interest & Other Expense: 1. 3Q03 interest & other expense was \$270,000, up from \$110,000 in prior quarter due to: 1. Lower cash balances. 2. Attributable payments for lease termination and debt repurchase transactions. 3. Earning lower interest rates as longer-duration investments continue to mature and are re-invested at current lower rates. 6. Tax Rate: 1. 3Q03 tax rate was stable at 28%. 7. Profit: 1. 3Q03 pro forma profit was \$846,000. 2. 3Q03 EPS was \$0.00. 3. Street consensus was for EPS of negative \$0.01. 8. P&L GAAP Results: 1. 3Q03 GAAP profit was \$3.2m or EPS \$0.02. 2. 2Q03 GAAP net income includes: 1. \$1.7m gain on repurchase of convertible, subordinated notes at a discount. 2. \$1.1m benefit related to termination of office facility in 3Q03 for less than amount previously accrued net of other facilities restructuring activity. 3. \$300,000 in amortization of stock option compensation. 4. \$200,000 loss on other investments. 9. 3Q03 Cash Detail: 1. 3Q03 cash and cash investments, current and non-current, are \$405.2m. 2. This reflects a decrease of \$158.2m from June 2003. 3. Cash, net of remaining convertible debt at face value as of Sept. 28, 2003, is \$230.2m. 4. Cash used for special items includes: 1. \$105.6m to settle facilities restructuring obligations at a discount. 2. \$96.7m repurchase of \$100m face value of convertible debt. 3. \$5.2m disbursement of semiannual payment on convertible debt. 5. 3Q03 cash sources were: 1. Ongoing operations. 2. Income tax refund. 3. Refund of deposits for wafer fabrication capacity. 4.

Proceeds from employee exercises of stock options and purchases of company stock through employee stock option purchase plan.

5. Sale of Land and Building:

1. Completed sale of land and building classified as property held for sale on Sept. 28, 2003 balance sheet in early 4Q03.
2. Concluded other real estate matters.
3. As result, collected an additional cash amount of \$16m.
4. These funds, together with cash from other sources, result in total cash and investment balances of approx. \$425m or cash net of remaining convertible debt at face value of approx. \$250m.

6. Given modest capital spending plans and limited remaining restructuring-related obligations, PMCS has more than sufficient cash for forecast needs.

10. Account Receivable:

1. Accounts receivable of \$18.4m net calculates to 27 DSO based on quarterly sales volumes.
2. Prior quarter amount was 31 DSO.
3. Timing of receipt of cash after prior quarter end, particularly from distributor Unique (phonetic), was primary reason for sequential decrease in DSO.
4. Corporate DSO target remains 45 days.

11. Inventory:

1. 3Q03 inventory of \$19.7m net was \$2.3m less than at the end of June.
2. Gross inventory was \$46.1m.
3. Changes to inventory reserves were immaterial during quarter.
4. 3Q03 inventory turns on net-GAAP annualized basis were 4.4, an improvement from recent quarters.

12. Wafer Fabrication Capacity:

1. Current deposits were refunded by foundry partner or reclassified as long-term deposits in 3Q03.

13. Property & Equipment:

1. Spent \$8.2m on fixed assets in 3Q03.
2. Have spent \$10.5m YTD.
3. Full year spending on fixed assets expected to be \$12m.
4. 3Q03 D&A was \$6.9m.

5. Additions to fixed assets included:

1. Engineering software purchase necessary to support co.'s design automation needs.

14. Liabilities:

1. 3Q03 accounts payables increased by \$3.4m to \$22.2m vs. 2Q03.
2. Prior quarter accounts payable was abnormally low on trended basis.
3. Growth in current quarter reflects return to more normalized level.

4. Accrued Liabilities:

5. 3Q03 accrued liabilities were down approx. \$9.5m to \$44.3m vs. 2Q03.

6. Decline attributable to:

1. \$5.2m normal, semiannual interest payment on convertible debt of \$5.2m.
2. \$5m employee stock purchase plan purchase of stock with funds remitted by employees over six-month period.
3. Income tax payable increase due to:

1. Receipt of income tax refund of \$22m.
2. Refund receivable balance previously presented net with other tax liabilities; receipt of (indiscernible) cash caused the liability to increase.

15. Restructuring Accrual:

1. Decreased by \$105.6m in 3Q03 from \$120.9m at end of June 2003 to \$15.3m at end of Sept. 2003.
2. Decrease attributable to:

1. Cancellation and settlement of Mission Towers II lease of \$102m.
2. Other transactions in quarter primarily related to settlement of lease obligations.
3. Remaining accrual related to excess office space.

S2. 3Q03 Executive Briefing (R.B.)

1. Opening Comments:

1. 3Q03 revenues up approx. 5% over previous quarter.
2. Bookings were strong for summer quarter with book-to-bill of 1.1.
3. Posted a profit for first time since March quarter 2001 due to:

1. Lower expenses.
2. Solid GM.
3. Increased revenue.
4. 3Q03 positive cash flow from operations of \$33.2m, excluding one-time transactions of \$105.5m, including termination of Mission Towers II lease obligation.
5. Introduced 14 new products in 3Q03.
6. New strategic design wins were closed.

2. Market Environment:

1. Revenues in quarter driven primarily by microprocessor sales for laser jet printers and enterprise systems.
2. Bookings were up in all three product lines over summer.
3. Seeing modest increase in capital investments in both corporate IT and **service provider** networks.
4. Also starting to see gigabit ethernet starting to grow, which may indicate more voice-over IP deployments.
5. Increases in DSLAM deployments in China, metro access, and multiservice switch-based product shipments continue to improve.
6. Aggregate shipments increased for Nortel, FiberHome (phonetic), ZT, Alcatel, Lucent, and Erikson (phonetic).
7. Wileway (phonetic) expects to start deployment of WCDMA Paladin-based 3G wireless base station solutions in 4Q.
8. Seven of PMCS Metro IC products were selected by Lucent for its

next-generation Metropolis DMX (phonetic) system. 9. Design activity in **service provider** market continues to improve. 10. Securing strategic design wins across all segments in both domestic and international markets.

3. Pricing: 1. Appears to have stabilized on most products as fab products appear to be reduced. 2. Lead times on some products increasing from 10-12 weeks. 3. PMCS is securing wafer supply for 2004. 4. New Product Introductions: 1. Introduced 14 new products in quarter from enterprise, storage, and **service provider** divisions, including. 1. 4 gig fiber channel for next-generation storage system. 2. Framing and mapping devices for Sonnet FDH transport. 3. Next-generation metro transport framers. 4. Six-channel 1 GHz certes (phonetic) product line. 5. Outlook: 1. With bookings up, inventories low, and business capex trends improving, PMCS sequential growth is expected to be \$68-70m in 4Q with corresponding improvement in earnings. 2. Achieving this will require normal level of turns business. 3. Based on external surveys of CEOs regarding hiring and CIOs regarding capital investments, expect PMCS will grow revenues next year vs. 2003. 4. This can change if there is market deterioration in economy. S3. 4Q03 Financial Model Overview (A.K.) 1. Revenue Detail & Outlook 1. 1Q (sic) book-to-bill ratio was 1.1 to 1. 2. 4Q03 IT enterprise spending environment looks slightly more positive. 3. Revenue associated with telecom products should grow driven by DSLAM applications in China and U.S. 4. Have slightly more than \$64.5m of shipped plus shippable backlog and forecast customer usage of consignment inventory judged for 4Q03 revenue. 5. 3Q judged backlog equivalent was \$56m. 6. Expect modest amount of additional turns business during remainder of quarter. 7. These factors provide a potential PMCS revenue of \$68-70m or 8-11% sequential revenue growth. 8. Customers continue to resist placing backlog for as long as possible. 9. Order patterns in communications infrastructure markets can be lumpy and seasonal and are largely dependent on overall economic environment. 10. It is not currently possible to conclusively determine rate at which improved revenue momentum carries into 1Q04. 2. Non-GAAP Expenses Detail & Outlook: 1. 4Q GM guidance is approx. 65%. 2. Remain focused upon identifying further operating expense reductions. 3. 4Q operating expense guidance is consistent with 3Q03. 4. 4Q interest and other income and interest expense guidance is approx. \$150,000. 5. 4Q tax rate guidance is 28%. 3. EPS Detail & Outlook: 1. Consistent with 3Q03, diluted effect of stock options must be included in EPS calculation: 2. 4Q share count guidance is approx. 187m shares. 4. GAAP Expenses Detail & Outlook: 1. 4Q GAAP reconciling expense guidance is \$500,000 for: 1. Deferred stock compensation. 2. Plus any residual facilities restructuring costs. QUESTION AND ANSWER SUMMARY Q1. (Chris (unknown), CIBC World Markets) Talk about DSLAMs and just the general more positive outlook on enterprise spending. Does that mean we should look for more positive things from microprocessors or can you talk a little bit about maybe other areas of the **service provider** section that may give a little boost to 4Q?

A. (Bob Bailey) The sequential revenue growth that we talked to can be attributed to several things we mentioned in our prepared remarks, which was we have received good bookings across all three product groups during the summer quarter. That includes microprocessors, service provider and enterprise and storage. So just thinking about the remarks made by some of the customers we have named in our remarks and that Cisco and HP and the other Laser jet printer customers are projecting and seeing more positive trends in their own end markets and we are well positioned with customers therefore that are well positioned in their markets and enjoying a little better business this quarter. In the service provider space it is principally opportunities which have been identified throughout the year in Chinese related DSL infrastructure applications or DSLAMs and the same phenomenon occurring in the U.S. Content across all applications and all customers is not equal but generally we do participate in the favorable

trends of incremental broadband deployment in both of those geographies across a broad base of customers that serve those markets. So that is a little bit more granularity on the opportunity that we have identified for 8-11% revenue growth in 4Q. Q2. (Jeremy Bunting, Thomas Weisel Partners) Could you just give us some outlook as to when you might expect production shipments into the DMX platform with (indiscernible)?

A. (Bob Bailey) I believe that we will start to see some revenue, obviously we see proto revenues now, but I mean something meaningful I believe is expected in the latter part of 2004. Q3. (Jeremy Bunting, Thomas Weisel Partners) And that is based on a new version of that DMX platform?

A. (Bob Bailey) Yes, and contracts that they have won. Q4. (David Wu, Wedbush Morgan Securities) How long can you hold operating expenses flat if your business improved mid single digit or low double-digit rate for calendar '04? You mentioned you think the year will be up, just wondering what would your operating expenses be like if we have sort of let's say high single digits sequential growth during fiscal '04?

A. (Bob Bailey) Well, given that we are a fabulous chip company, our expenses are sufficiently disconnected, if you will, to our short-term revenue. So we can have theoretically an infinite increase in revenue and have our expenses remain almost flat. Having said that, there is always with that increased revenues usually the market improves. There will be other opportunities that will make themselves available to us, business opportunities, and we will have to look at those on a case-by-case basis. But we are committed to operating leverage that we are not at anything close to what we would consider model profitability and we are going to converge on that and how we do it in the intermediate steps depends on what opportunities do present themselves. Q5. (David Wu, Wedbush Morgan Securities) It seems that this year all the upside from service provider came from DSLAMs. Are there any signs--obviously DMX has a metro rollout late next year. Are there any signs anywhere in the world that we will get something before let's say late '04 for the broader base of metro?

A. (Bob Bailey) There's two specific programs you read more about in the press in the form of purchase orders but they are both thought of in early- to mid-2004. One is fiber to the home applications which resemble DSLAMs significantly but there's optics in one side of the equipment and wires out to the premise or the development area in the other and we participate with customers, the same customers that are in the DSLAM markets in those types of applications. The other is this Department of Defense GIG-BE program that you read something about being an opportunity in 2004 that some of our U.S.-based customers such as Cisco Juniper, and others may participate in, as well as the trends in gigabit ethernet over sonet (phonetic) that Bob identified in his prepared remarks. So while initially as in the initial deployment period involving broadband, the bookings and activities driven by DSL opportunities we see is very likely it will broaden out other areas of our product offerings over 2004 into 2005. The exact pace of which is a little hard to determine, but we are well positioned as we were in the mid-'90s when things looked fairly similar in the market environment. Q6. (John Gray (phonetic), Lehman Brothers) I am wondering if you could quickly go through and give us any of your insights on the storage market going through the rest of the year and maybe into the beginning of next year just in terms of your strategies?

A. (Bob Bailey) Well, more than a couple of years ago, almost two and a half years ago, we really believed that when corporate IT spending growth rates returned to something that was normal that a disproportionate amount of those dollars were going to be targeting storage systems, network-attached storage and the like because of new applications, new document retention programs, plus the inter-networked world and those trends appear to be happening and we developed a lot of silicon that is going to enhance the hardware significantly and we have gotten engaged with the market share leaders with some very exciting products and we have got

some really good traction in this. So our strategy of applying our expertise in a new area appears to be working very well and again we expect that to be our fastest-growing product area in the next year. Q7. (Aalok Shah, Pacific Crest Securities) You mentioned ethernet over sonet. Can you tell me what geography you're really seeing that in? And secondly, DSLAMs shipments I guess you said were positive in China. Are you seeing that much traction here in the U.S. for that type of access equipment here as well?

A. (Bob Bailey) Well, the gigabit-over-ethernet is still in its infancy, but we're starting to see--we got dozens of design wins over the past couple of years and we have a really full complement of products and we're just now starting to see some ramping, although I think it is just a lot of prototypes and there is a lot of talk about deployment, primarily in North America and China. Those are the two regions that we see the discussion the most. As far as DSLAMs, it is mainly for us in Asia, not just China but also Korea and Japan, and North America, we are still working on that. Q8. (Jeremy Bunting, Thomas Weisel Partners) Could you discuss more about the opportunities for using MIPS (phonetic) processing in the service provider platform? I got the impression that the majority of it is in enterprise now, but are there telecom-type apps?

A. (Bob Bailey) Yes. We have design wins in telecom and what we're finding is that there is a significant openness to using what the market is increasingly perceiving as a more open architecture. There are 45 MIPS licensees in the world and we are really flushing out the product line in MIPS so that they can get any kind of speed, price, type of product that they want, configuration that they want. And so we are making some inroads in the telecommunications, but it is already--MIPS is already very strong in set-top boxes, consumer networking gear, enterprise gear, laser printers, and new applications, as I mentioned earlier, in automotive telematics, security, storage. And so more and more we see these adjunct functions that would be some kind of a blade card where they are plugging in and they are choosing MIPS for some of those kinds of applications, whereas if they had a historical legacy of software more in the operating system they may stick with PowerPC. Q9. (Jeremy Bunting, Thomas Weisel Partners) I wanted to ask just about how much traction MIPS is getting vs. PowerPC and if you could discuss why there may well be (indiscernible) or is it that it ultimately evens out?

A. (Bob Bailey) I'm trying to understand your question. We believe that MIPS is gaining market share. Of course we are biased in that, but that is what we think and it is because of again you can design-in a MIPS core, you can design a sub-\$5 MIPS processor. You can design in a 4- and a 2-core GHz class MIPS product. And so I think that it seems to have the best price performance level of anything out there, which is likely to happen when you have 45 companies working on it rather than just two. Q10. (Jeremy Bunting, Thomas Weisel Partners) With the traction which you are really seeing in DSLAMs in the last few quarters, is that based on point products or are most of it based on the Vortex architecture?

A. (Alan Krock) It is a combination. A lot of the Chinese opportunities that we see are Vortex architecture based products and that is why Bob mentioned we have the best traction there. In the U.S. we do have content in some of the leaders in the space. They are not architecturally based on PMC silicon but there is incremental content for us mostly in (indiscernible) and Alcatel Solution, AdTran (phonetic), and Cortina (phonetic), all of which are now in our top 25 customers. The smaller of those two haven't always been and the improvement most recently has been in the form of point products into their DSLAM applications for the North American markets. Q11. (Greg Wahl, Salomon Smith Barney) Can you talk a little bit about as you get more traction in the printer market how that might play out as far as seasonality in the March quarter?

A. (Alan Krock) Well, we're not able to really do too much conclusively with the March quarter currently because all the booking

activity in the sector or in the industry right now is geared toward Dec. based activity. Our participation in the printer market and enterprise and other things has been relatively balanced and similar over the last few years, and over the last two years specifically the March quarter has been a better quarter than the Dec. quarter but we have to wait and see as to how things play out in the form of hard orders. We certainly have some incremental participation in higher end applications that we have not enjoyed before, some of the color applications, I think Bob might have mentioned in his prepared remarks. So too early to call a trend in growth rate or revenue rate for March, but I would look to recent history as a guide, is all I can offer. A. (Bob Bailey) Just for clarification, our printer business tends not to be the consumer sub-\$500 stuff. Our stuff tends to be in more the business oriented expensive ones because that is where you use the real processing power. So there may be some seasonality there but it is not the radical seasonality you would see with a Christmas season. (CCBN reserves the right to make changes to documents, content, or other information on this web site without obligation to notify any person of such changes. In the conference calls upon which Event Briefs are based, companies may make projections or other forward-looking statements regarding a variety of items. Such forward-looking statements are based upon current expectations and involve risks and uncertainties. Actual results may differ materially from those stated in any forward-looking statement based on a number of important factors and risks, which are more specifically identified in the companies' most recent SEC filings. Although the companies may indicate and believe that the assumptions underlying the forward-looking statements are reasonable, any of the assumptions could prove inaccurate or incorrect and, therefore, there can be no assurance that the results contemplated in the forward-looking statements will be realized. THE INFORMATION CONTAINED IN EVENT BRIEFS REFLECTS CCBN'S SUBJECTIVE CONDENSED PARAPHRASE OF THE APPLICABLE COMPANY'S CONFERENCE CALL AND THERE MAY BE MATERIAL ERRORS, OMISSIONS, OR INACCURACIES IN THE REPORTING OF THE SUBSTANCE OF THE CONFERENCE CALLS. IN NO WAY DOES CCBN ASSUME ANY RESPONSIBILITY FOR ANY INVESTMENT OR OTHER DECISIONS MADE BASED UPON THE INFORMATION PROVIDED ON THIS WEB SITE OR IN ANY EVENT BRIEF. USERS ARE ADVISED TO REVIEW THE APPLICABLE COMPANY'S CONFERENCE CALL ITSELF AND THE APPLICABLE COMPANY'S SEC FILINGS BEFORE MAKING ANY INVESTMENT OR OTHER DECISIONS. Copyright 2003, CCBN, Inc. All Rights Reserved.) (Copyright: Content copyright 2003 CCBN, Inc. ALL RIGHTS RESERVED. Electronic format, layout and metadata, copyright 2003 FDCH e-Media, Inc. (f/k/a Federal Document Clearing House, Inc.) ALL RIGHTS RESERVED. No license is granted to the user of this material other than for research. User may not reproduce or redistribute the material except for user's personal or internal use and, in such case, only one copy may be printed, nor shall user use any material for commercial purposes or in any fashion that may infringe upon CCBN's or FDCH e-Media's copyright or other proprietary rights or interests in the material; provided, however, that members of the news media may redistribute limited portions (less than 250 words) of this material without a specific license from CCBN and FDCH e-Media so long as they provide conspicuous attribution to CCBN and FDCH e-Media as the originators and copyright holders of such material. This is not a legal transcript for purposes of litigation.)

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OPERATOR: Ladies and gentlemen, thank you for standing by. Welcome to the Juniper Networks fourth quarter financial. Ladies and gentlemen, thank you for standing by. Welcome to the Juniper Networks fourth quarter financial results conference call. During the presentation all participants will be in a listen-only mode. Afterwards we'll conduct a question and answer session. At that time if you have a question please press the 1 followed by the 4 on your telephone. As a reminder this conference is being recorded Thursday, January 16th, 2003. I'd like to turn the conference over to Randy Feigin. Please go ahead maam. RANDI PAIKOFF, JUNIPER: Good afternoon and welcome for joining us today. With me is Scott Kriens our chairman and CEO and Marcel Gani CFO. If you've not yet seen the release it can be retrieved at www.juniper.net or off of first call or business wire. Today Scott will discuss the fourth quarter highlights and the year in review but more importantly what our strategy is going into 2003. Following Scott's comments, Marcel will review in detail the financial results for the fourth quarter ending December 31st, 2002. Before I turn the call over to Scott, I'd like to remind you that the matters we will be discussing today will include forward-looking statements and as such are subject to the risks and uncertainties that we discuss in detail in our forms 10-K and 10-Q filed with the SEC, which identify important risk factors that could cause actual results to differ from those contained in the forward looking statements. Scott. SCOTT KRIENS, CHAIRMANCEO, JUNIPER: Thanks Randi and good afternoon to everyone. Today I'll be talking about our recent results, both for the quarter and for the full year of 2002, as well as the outlook

we see ahead for Juniper and for the industry in 2003. And following my remarks Marcel will discuss the financial results in more detail and will provide our guidance. But first I'd like to make a couple of high level comments and highlight some specific areas. I'll briefly review the fourth quarter performance and then I'd like to look back at our 2002 goals and review how we did against our own objectives for the year and finally, because of course what really matters most is what we will do next. I'll provide some perspective on what we see going into 2003 and how we will build on the position we've achieved thus far. So first to the fourth quarter results. We're particularly pleased with our execution during the quarter. The revenue was \$155.3m and pro forma earnings per share was one cent. Both of which exceeded the guidance we gave in October at the outset of the quarter. And the guidance we gave at mid-year relative to the integration of our acquisition. We recognize revenue on a total of 976 units this quarter. And we shipped 16,406 ports. One similarity to last quarter that we're pleased to report is that both Ericsson and Siemens again represented more than 10 percent of revenue during the quarter and Ericsson continues to turn in proven reliable performance as a partner and Siemens has stepped up as a Juniper partner without missing a beat since the acquisition two quarters ago. Also important to note several million dollars of Ericsson's business this quarter came from their successful sales of the E series product line and likewise several million dollars of Siemens results came from the successful sales of Juniper M and T series equipment. And this is consistent with one of the goals of the quarter and the acquisition. That being to enable each partner to carry the full power of the combined product portfolio and to be sure that each is successfully cross selling the total product mix. And we expect both Siemens and Ericsson to continue as valuable partners of Juniper as we move into 2003. I'm also happy to report that along with the strong performance of both of these global partners, we enjoyed a diverse balance of contribution from many partners around the world. Partners such as NICHU (ph) in Japan. (Inaudible) WorldCom Qwest and many others who collectively combine to contribute to more than half of our indirect sales in the fourth quarter. This diversification will serve us well as we build on the leverage of the successful and productive partnerships that we have in each of our global theaters. So what this allows us to do is to continue to win very strategic accounts around the globe with various customer types and a broad array of applications as the world's leading providers continue to enable new service revenues and reduce operational expenses with Juniper solutions. This quarter we announced customers in all three major theaters. First in the Americas, we announced M and T series deployments at four Internet two giga pops with our T series products to support research and education applications we partnered with Qwest to provide these customers with a single point of purchase for both their products and their services. And yesterday we announced that Ringel (ph) telephone company a local exchange provider in Georgia deployed the E series platform to support interactive entertainment and video services over their DSL network. In Brazil, with our partner Nortel networks we announced that Telephonica and per sauce (ph) has deployed a nationwide multi service network in Brazil built with solutions from our two companies. And the new network will enable Telephonica to provide a range of voice and data IP and MPLS services including IBPM, Internet access and remote access to corporate Internet. We had the strongest activity this quarter in the Asia Pacific region. In China we announced China telecom's deployment of the T320 and M20 platforms in next Jen IPMPLS network. And the latest deployments of the T series in China telecom's networks compliment E and M series platforms deployed in the CHONG QUING Changhai (sp) and Situan (sp) provinces earlier this year. In Japan, one of the worlds largest IPB6 test networks Japan giga bit network or JGN deployed M20 platforms in it's Oakyama inneropability (ph) and evaluation lab and throughout it's entire network. This is very

exciting as JGN is the official institute leading the research and development of the next generation telecommunications network for Japan and one of the foremost examples of true large scale IP version 6 which will be important across the industry in the coming years. Real IP version 6 implemented in both hardware and software is a strong differentiator when compared to the software only attempts of our competitors. The Japanese Internet exchange, next generation IX consortium deployed the M series for its core network infrastructure. The M series provides reliable scalable implementation of MPLS enabled IP services. In Korea, we announced the world's largest broadband service provider, Korea's KT corporation with more than four million broadband subscribers has selected a T-640 and E series for a major core and edge network expansion and together the two platforms provide KT with a fully integrated solution with leading IP routing, quality of service and MPLS capabilities. In Singapore, Singapore telecommunications or better known as Singtel, awarded Siemens with the contract to supply install and maintain Juniper E series platforms in their network. And this deployment will expand Singtel's broadband network and support the existing DSL connections services to its ISP customers. In Taiwan this week we announced their leading ISP. Chungwa (sp) Telecom high net is using our M series for the expansion of high speed MPLS back bones and this compliments the E series previously installed and represents a good example of the cross selling capabilities that I mentioned previously. And Yow Gin (ph) Technology corporation who are leading Taiwanese service provider deployed the G series cable modem systems or CMTS and E series platforms to deliver subscriber based IP services over their cable network. In India, India's largest telecom operator (inaudible) limited or BSNL selected Juniper's M series for the country's first nationwide MPLSVPN network and running on an optical backbone the network will deliver new revenue generating services to corporate customers across India. And for the immediate region we announced in Israel sell com which is Israel's largest mobile operator deployed M 10s in their nationwide IPMPLS network and the M-10's will help generate new VPN service revenues and reduce operational expenses through consolidation of several internal mobile networks on to one IPMPLS backbone infrastructure. As an overall comment from this quarter, and probably the most important and recurring theme that appears in these and many previous announcements is the continuing evidence of the acceptance of MPLS. We have seen the industry move decisively to MPLS in recent months and this is an area where Juniper enjoys technology leadership. As service providers increasingly rely on MPLS as a fundamental building block to deploy their multi-service IP networks in the future it will only improve Juniper's competitive position in the market. . There are a couple of other announcements that are significant for the fourth quarter I'd like to mention briefly as you'll hear us talk much more about these in the year ahead. In December, we outlined our vision for the transformation of the telecom industry with the announcement of the model for integrated network transformation or mint. And mint provides a business and a network framework that enables service providers to transition from the commodity transport business model to a more lucrative and value-added services model. Announced at the same time were several new products and capabilities that enhance the product portfolio throughout the mint framework and this will be the basis for moving value back to the service provider networks and allowing enterprises to concentrate on operating those enterprises and let their network operators operate the network. Mint is another example of the fundamental differentiation between Juniper and its enterprise centric competitors. And finally we announced a new tiered global alliance program which is designed to help customers very quickly and profitably implement new network solutions and the program identifies best in class qualified partners to deliver integrated solutions using Juniper networks and it's product portfolio and it's another element of our commitment to the solutions our customers have asked us to provide. So to

spend a minute on the full year 2002, when we set out last January, the company was focused on six primary objectives throughout the year. And I'd like to review each of those with you. Number one, strengthen and expand our customer base. As the industry began transforming, incumbents increasingly have begun to accept IP. We set a goal to expand our customer position by being a supplier to the top 25 service providers around the world, measured by their capital spending. We started the year out selling to nine of these top 25 and ended 2002 with 23, which includes both announced and unannounced customers. This focus does not end here as we must capture the remaining two not yet Juniper accounts and increase the Juniper percentage of the capital spend that takes place in all of these accounts. Goal number two, broaden our existing product portfolio within the existing markets we serve. And during the year we delivered four major software releases which allows us to offer capability such as GMPLS, VPN's and enhancements to those. IPMLS conversion features, there were 35 new system interest interfaces including the latest ATM and queuing technologies across the family of interface, which is functionality that is central to enabling the customers of ours to deliver intelligent services to their customers, as well as three new platforms which include the M40E and the state of the art T-640 and T320 which are still the industry's true Tara bid machines. Goal number three, expand the number of markets we serve. We brought systems to two new markets last year, the wireless and cable. In the wire less area we launched the J-20, the product development with Ericsson. We can all see the growing importance of data in the wireless market and are very excited about Juniper's role here. And in the cable area we introduced the G series and the G-10, and then furthered that position with the additional delivery of the G 1 in the second half. And we

expect to see cable operators provide a significant percentage of the broadband connections to the markets in the years ahead and see this as an important opportunity for Juniper. Goal number four, expand strategically into broadband. And essentially this translates to mean be everywhere high bandwidth is being offered. And during the summer, of course, we bought Unisphere networks and as we stated in our Q3 call, in October the acquisition was completed ahead of schedule and is now successful ahead of schedule as well with the transaction becoming accretive ahead of our original targets. Goal number five, strengthen our international business and balance our global presence. In 2002, we realized approximately half of our revenues from North America and half from international markets. And we're no longer dependent on any one theater, any one country or any single regional economy. And last but certainly not least, goal number six, maintain focus on the financial disciplines. And these financial fundamentals have always been a significant focus on Juniper and we're proud of our repeated demonstration to this commitment, even in the most difficult of markets and times. And while achieving the first five goals I've previously covered we maintained a strong cash position had high quality receivables as reflected by our DSOs, good and improving margins and a strong balance sheet. In the second half of 2002, subsequent to the acquisition, we reduced combined operating expenses by more than \$15m demonstrating our ability to capture the synergy and the efficiencies available through a major acquisition. And through all of these many metrics and achievements, we've maintained our strategic commitment to R & D with an investment in 2002 of over \$160m in product innovation. So, to sum up 2002, it was a year of balance with bold investment and disciplined execution. We balanced our financial commitments, our customer and overall quality goals and maintained our investment in innovation to produce growth in our position in the marketplace and more importantly a growing importance in the eyes of our customers. We focused intensely on developing these customer relationships. And a level of strategic discussion we've had with customers increases each quarter as the importance of IP and the next

generation of networks becomes a reality. The most recent market share figures for our market, the service provider marketplace, according to Gartner group shows Juniper with 29 percent share in the core, 28 percent in the edge, and 62 percent in broadband. So with 2002 behind us, let's talk now about what we see going into 2003. And in sum, we are very excited about 2003, and this is very different when compared with the trepidation that we as an industry entered 2002. We're seeing the growing acceptance of many factors that we've always maintained as corner stones of our strategy at Juniper. IP is increasing every day in its importance as a service offering, not only among Internet operators but also within the traditional incumbent operators around the world. Furthermore, IP is increasing not only as a service offering to the carrier's customers, but as MPLS continues to proliferate within networks, it demonstrates another of our fundamental beliefs. It is IP and routing in the form of MPLS that will serve not only as the global language with which we all communicate between each other, but also the infrastructure with which the operators of networks deliver multiple services to us all. And it is this multi-service capability that holds the key to the new economics that must exist for this industry to prosper. We're not going back to the expense levels of the past. We're all going to see bandwidth and services delivered to our homes and offices at rates that will continue to fall when measured on a price per bit per second basis, and speeds and intelligence that will simultaneously increase. And this will only be possible by economically combining multiple services across common capital investment in a single infrastructure. And this is where the heart of Juniper technology and product advantage was born. As we all see this IP evolution become more visible, it will continue to accelerate as well. We've had the benefit of massive, speculative investment, build out of capacity far ahead of what would otherwise have occurred. And now we'll see that capacity in the new services that it enables to be transformed to profit for operators and cost-effective network solutions for their customers. The chicken and egg problem is solved. We have networks. We have services. We have users. We have cost advantages to offer customers. We just need to get to work and deliver this all at scale. And as we do, it will motivate more applications that will expect more bandwidth and will deliver more value which will increase the willingness of customers to pay and the cycle will continue. In a recent Wall Street Journal article last week, there are projected to be over 100,000 new broadband households added each week through 2003 to networks in North America alone. And this motivates, for example, Disney to move to the accelerated deployment of movies on demand and interactive games, making the 15 million and going to 20 million users in this year, 2003, realize more value in their connections and services and motivating the other 50 million existing narrow band users in North America to consider upgrading their service as well. I suspect that most of us did at least some of our shopping on line this year. In the just completed holiday season, according to BIZ rate a 17.4 billion dollars was spent on line by holiday shoppers, which was up 40 percent from 2001. And more importantly, the actual number of on-line orders was up 49 percent and both of these statistics will only increase over time as these applications and services improve. So, Juniper is in a strong position as we enter 2003. And we believe this will show itself as the year unfolds. We have three main goals as we enter 2003. First, establish our leadership position in the industry as we watch that industry transform. The transformation is underway. And it's been tumultuous and it isn't over. And through it all new categories will become clear and new leaders will take their positions at the heads of those new industries and in the category of public network infrastructure and services, Juniper spent its first six and a half years building our products, our customer base and our global presence to lead this market. Second, be strategic to our customers. This network and industry transformation is strategic and fundamental to our customers and they need

strategic partners to help them be successful. That's Juniper's opportunity. We're the only supplier in the market structurally aligned with the business model to coincide with our customer's success. We're not competing with them. We're not attempting to commoditize them or syphoning their cash for our own benefit we're instead working with them in investing the proceeds to help with the transformation that's needed. And third, partner strategically in our industry with others. Just as our customers need partners, we need partners as well because we're talking about a transformation of a multi hundred billion dollar industry that's been fundamentally disrupted. That's not something that any one company can control or serve appropriately without strong working partnerships with others who will be important to our common customers and to their customers. So to sum it all up, we're in a 3- step recovery process as an industry. Stability followed by profitability and then growth. We've seen the industry destabilize and it's changed forever. And this is all to the good when the dust settles, because as users we'll see services and speeds and solutions that we wouldn't have thought possible or economically realistic, only a few short years ago. And this accelerated realization of a new industry and new economics that go with it would not have been possible without massive upheaval. So first we'll see the stabilization of balance sheets and financials so that investment can resume. This is well underway. And then will come profitability, as better understanding of the new fundamentals becomes incorporated in service provider business and operational models. And then growth as the investment in the next generation of networks and services is coupled with the applications that deliver the value that customers will appreciate and will pay for. And making it possible will be the technology that will make the delivery of that value a profitable growth business for operators. As a provider of those solutions here at Juniper, our increased confidence as we enter 2003 comes from the fact that we have just reported our third quarter in a row of hitting the numbers we set out to achieve and reflects repeated examples of our stability. In addition, this quarter reflects a return to profitability, and with it continuing improvement in our market and our customer activity. However, the strength of our results and our increased confidence is not yet an industry phenomenon. It's Juniper-specific and it's based on our customer base, our products, our markets and our geographic diversification. This is a position which has been engineered over the last several quarters and while the general condition of the industry may have made it more difficult to appreciate or evaluate, it's been a clear and consistent focus for all of us throughout Juniper. I'd like to thank and recognize all of our employees for their continued commitment and focus on achieving these results on the execution of our plan this quarter. And for the year of 2002. I'd also like to thank our long-term shareholders, our partners and our suppliers for their continued confidence in Juniper networks. Now I'll turn it over to Marcel. MARCEL GANI, CFO, JUNIPER: Thank you, Scott. First, I will review the pertinent income statement items and balance sheet and then I'll discuss our business plan for the next quarter. Unless I otherwise indicate I'll refer to pro forma numbers for the fourth quarter which excludes the amortization of purchasing tangible a deferred compensation credit and a change in an estimated restructuring charge. The total revenue for the fourth quarter was \$155.3m, up two percent from last quarter. As we stated on the last call, we're not managing the business to optimize any particular chassis, either the EM or T. And we'll report combined numbers. However, we are managing the business based upon customer application. And we'd like to share with you what we saw this quarter. Please keep in mind that these numbers are an approximation and certain definition criteria and assumptions can vary. The two applications we monitor today are core and access. In Q4, core and access were well balanced with the core representing slightly more than half of our product revenue. Up from less

than half in the third quarter. And access representing the remainder. This is not surprising given that the burden between core and access shifts and access deployment puts capacity requirements on the core. We'll continue to give insight going forward but it's important to remember that our business is monthly and no one quarter will create a trend. Service revenue is \$21.4m, basically flat with last quarter. We expect service revenue to continue to be a profitable revenue stream going forward. The total book to bill ratio was greater than one in the quarter. As Scott mentioned we have two channel partners representing greater than 10 percent in the quarter, Ericsson and Siemens. We're also pleased to state that Ericsson represented greater than 10 percent for the full year of 2002. As a reminder, most products are configured to specific requirements of the network. Therefore, all shipments to our resellers are going to identified end users. Our international revenue we're very strong and continue to reflect the monthliness of our business. It's primarily due to the continued success of Ericsson and Siemens in both Asia and Europe. They both grew sequentially representing 34 percent and 24 percent of revenue respectively. Not surprisingly the Americas were the weakest, representing 42 percent of revenue. Revenue to our direct sales force consisted of 30 percent, with the remainder going through global and country-specific distributors. Gross margin was 59.4 percent, up from last quarter, and higher than originally expected, due to increased efficiencies and cost savings. On the expense side we benefited from the completion of the work force reduction and managed to decrease our expense beyond that. R&D expenses were \$44.3m and accounted for 28.5 percent of total revenue. Down from \$48.8m or 32.1 percent of total revenue last quarter. The savings are primarily the result of the efficiencies from the integration of development organization in both Sunnyvale and Westford. Sales and marketing expenses were \$35.6m and accounted for 22.9 percent of total revenue, down from \$37.7m or 24.8 percent of total revenue last quarter. These savings are attributed of expense management and focus of both the sales and marketing organization. G& A expenses were \$6.5m and accounted for 4.2 percent of total revenue, down from \$9.1 m or six percent of total revenue last quarter. This savings was due in part to the tighter expense control. Excluded from the pro forma income was amortization of purchasing tangible and deferred compensation credit and a change in an estimated restructuring charge. Total operating expenses came in at \$86 .4, accounting for 55.6 percent of total revenue. Compared to 95.6m or 62.9 percent of total revenue last quarter. We obviously focus very closely on expense management in Q4 and we were able to find cost savings across all of our organization and across all areas. The operating margin was 5.8 million or 3.7 percent compared to an operating loss of \$12.5 last quarter. We had net other income expense of \$1.8m compared to other income of 176,000 last quarter. This was in line with our expectation due to the lower cash balance and the lower interest rates. Our pro forma tax provision for Q4 was \$1.3m or 32 percent. Pro forma net income for the quarter was \$2.7m or 1.8 percent compared to a loss of \$8.4m last quarter. Pro forma diluted earnings per share for Q4 was one cent which is a loss of two cents last quarter. Including the amortization of purchasing tangible \$5.6m the deferred compensation credit of \$8.9m and a change in estimated restructuring charge of \$2.6m net income for the quarter was \$8.5m or two cents per share. Now, a few comments regarding the balance sheet. Cash, cash equivalents, short and long-term investment total approximately 1.2 billion. We're pleased to state we're cash flow positive from operations increase of over two million during the quarter. We've not purchased any stock or debts during this quarter.

Account receivable was \$78.5m and base sales outstanding was 46 days up two days from last quarter and significantly better than our goal of 55 to 65 days, reflecting our focus on collections and cash flow. As we have said in the past we've not believed this number is sustainable over the

long-term especially in light of the increase in the international business. Deferred revenue is \$46.1m up slightly from \$45m last quarter. This small increase is due to increasing deferred service revenue. We ended the quarter with 1,542 in total head count down from 1,658 at the end of last quarter. This decline is due to a reallocation of resources and the completion of the work force reduction. Now, for our goals and guidance, we will continue to focus on our financial fundamentals going forward. We can't predict the level of business each quarter that we're managing for financial plan and would like to share that plan with you.

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COMPANY NAMES: China Telecommunications Corp; Ericsson Telefon AB; Gartner Group Inc; Juniper Network Inc; KT Corp; Nortel Networks Corp; Qwest Communications International Inc; Siemens AG; Singapore Telecommunications Ltd; Unisphere Networks Inc; WorldCom Inc
DESCRIPTORS: Company News; Contracts & New Orders; Corporate Finance; Expenditure; Facilities & Equipment; Forecasts & Predictions; General News; Human Resources & Employment; Interim Results; Joint Ventures; Market Share; Marketing; Meetings; Mergers & Acquisitions; New Products & Services; Product Management; Production; Regulation of Business; Report & Accounts; Research & Development; Restructuring; Results; Sales; Service & Product Use; Statistics; Strategy
COUNTRY NAMES/CODES: Brazil (BR) ; China (CN) ; India (IN) ; Israel (IL) ; Japan (JP) ; Singapore (SG) ; Taiwan (TW) ; United States of America (US)
REGIONS: Americas; Asia; Latin America; Middle East; North America; South America; South Asia; South East Asia
SIC CODES/DESCRIPTIONS: 3663 (Radio & TV Communications Equipment); 4812 (Radiotelephone Communications); 3660 (Communications Equipment); 3661 (Telephone & Telegraph Apparatus); 4810 (Telephone Communications); 3570 (Computer & Office Equipment); 7372 (Prepackaged Software); 4841 (Cable & Other Pay Television Services); 4813 (Telephone Communications Ex Radio); 8230 (Libraries); 7375 (Information Retrieval Services)
NAICS CODES/DESCRIPTIONS: 51321 (Cable Networks); 5132 (Cable Networks & Program Distribution); 513322 (Cellular & Other Wireless Telecommunications); 3342 (Communications Equipment Mfg); 334 (Computer & Electronic Product Mfg); 5141 (Information Services); 514191 (On-Line Information Services); 33422 (Radio TV Broadcast & Wireless Communications Equipment Mfg); 51121 (Software Publishers); 5133 (Telecommunications); 51333 (Telecommunications Resellers); 33421 (Telephone Apparatus Mfg); 51331 (Wired Telecommunications Carriers); 51332 (Wireless Telecom Carriers exc Satellite)
? t s14/free,k/1-5

14/K/1 (Item 1 from file: 20)

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41501238

SR Telecom Reports Fourth Quarter and Year-End Results

March 31, 2005

WORD COUNT: 4115

COMPANY NAMES: CTR Group; Genuity Inc; Netro Corp; SR Telecom Inc; Siemens AG; Telefonica SA; Telefonos de Mexico SA de CV; Teleunit SpA; Telstra Corp Ltd
DESCRIPTORS: Bankruptcy & Receivership; Bonds; Company News; Contracts & New Orders; Corporate Finance; Facilities & Equipment; Human Resources & Employment; Interim Results; Market News; Market Reports;

Marketing; Markets; Meetings; New Issues; New Products & Services;
Production; Redundancies & Layoffs; Regulation of Business; Report &
Accounts; Research & Development; Restructuring; Results; Sales;
Share Structure; Strategy; Year End Results
COUNTRY NAMES/CODES: Argentina (AR) ; Australia (AU) ; Burkina Faso (BF)
; Canada (CA) ; Chile (CL) ; Fiji (FJ) ; Indonesia (ID) ; Italy (IT)
; Senegal (SN) ; Spain (ES) ; United States of America (US)
REGIONS: Africa; Americas; Asia; Australasia; Europe; Latin America;
North America; South America; South East Asia; Sub-Saharan Africa;
Western Europe
PROVINCE/STATE: Quebec; Tuscany
SIC CODES/DESCRIPTIONS: 6020 (Commercial Banks); 3570 (Computer & Office
Equipment); 4813 (Telephone Communications Ex Radio); 7372 (Prepackaged
Software); 4810 (Telephone Communications); 6030 (Savings Institutions);
2711 (Newspapers); 4800 (Communications); 6000 (Depository Institutions)
NAICS CODES/DESCRIPTIONS: 513 (Broadcasting & Telecommunications); 52211
(Commercial Banking); 334 (Computer & Electronic Product Mfg); 522
(Credit Intermediation & Related Activities); 5221 (Depository Credit
Intermediation); 52 (Finance & Insurance); 51 (Information); 511
(Publishing Industries); 51121 (Software Publishers); 5133
(Telecommunications); 51331 (Wired Telecommunications Carriers)

... reached an agreement with the lenders of Comunicacion y Telefonía Rural S.A. (CTR), its **service provider** subsidiary in Chile. Pursuant to the agreement, CTR's lenders have waived compliance with certain...its symmetry Broadband Fixed Wireless Access system was selected by Telecom Fiji Limited, the national **service provider** in Fiji, as part of a commercial initiative to bring voice and broadband access services...

... December 14, 2004, SR Telecom received follow-on orders from a leading South American telecommunication **service provider** for its airstar Broadband Fixed Wireless Access system. The orders are part of a previously ...

... 13, 2004, SR Telecom announced an agreement with Telstra, Australia's leading telecommunications and information **service provider**, which confirms SR Telecom's key supplier relationship with Telstra. As part of the agreement... Share issue costs (3,214) (527) -----
Deficit, end of period (180,561) (90,941) Consolidated **Balance** Sheets As at December 31st, (in thousands of dollars) 2004 2003 (audited) (audited)
Assets Cash...

14/K/2 (Item 2 from file: 20)
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40530896 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Event Brief of Q4 2004 Silicon Laboratories Inc. Earnings Conference Call - Part 1
January 24, 2005
WORD COUNT: 4639

COMPANY NAMES: Dell Inc; Hewlett-Packard Co; Novell Inc; Samsung Corp
DESCRIPTORS: Company News; Corporate Finance; Facilities & Equipment;
Government News; Interim Results; Market Share; Marketing; Meetings
; New Products & Services; Production; Research & Development;
Results; Sales; Strategy; Taxation
COUNTRY NAMES/CODES: China (CN) ; United States of America (US)
REGIONS: Americas; Asia; North America

SIC CODES/DESCRIPTIONS: 3571 (Electronic Computers); 8711 (Engineering Services); 3651 (Household Audio & Video Equipment); 3570 (Computer & Office Equipment); 8713 (Surveying Services); 8100 (Legal Services)
NAICS CODES/DESCRIPTIONS: 5413 (Architectural Engineering & Related Services); 3343 (Audio & Video Equipment Mfg); 334 (Computer & Electronic Product Mfg); 3341 (Computer & Peripheral Equipment Mfg); 334111 (Electronic Computer Mfg); 54133 (Engineering Services); 541 (Professional Scientific & Technical Services)

... growth story, and this should continue in 2005. 2. ProSLIC revenue is tied closely to **service provider** promotions. 1. Aggressive marketing and deployment of VoIP services around the world as a good...

14/K/3 (Item 3 from file: 20)

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37183733 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Q2 2004 AsiaInfo Holdings Earnings Conference Call - Final

July 27, 2004

WORD COUNT: 4096

COMPANY NAMES: AsiaInfo Holdings Inc; China Unicom Ltd; IBM Corp; International Data Group Inc; Lenovo Group Ltd; Securities & Exchange Commission US

DESCRIPTORS: Appointments; Company News; Divestment; General News; Government News; Human Resources & Employment; Interim Results; Marketing; Meetings; Mergers & Acquisitions; Production; Regulation of Business; Research & Development; Results; Sales; Shareholdings

COUNTRY NAMES/CODES: China (CN) ; United States of America (US)

REGIONS: Americas; Asia; North America

PROVINCE/STATE: Jiangxi; Zhejiang

SIC CODES/DESCRIPTIONS: 3571 (Electronic Computers); 7371 (Computer Programming Services); 9631 (Regulation Administration of Utilities); 7372 (Prepackaged Software); 9651 (Regulation of Miscellaneous Commercial Sectors); 6719 (Holding Companies NEC); 4810 (Telephone Communications); 8230 (Libraries); 7375 (Information Retrieval Services); 8742 (Management Consulting Services); 7373 (Computer Integrated Systems Design); 5961 (Catalog & Mail Order Houses); 9512 (Land Mineral Wildlife Conservation); 3570 (Computer & Office Equipment); 8100 (Legal Services); 9611 (Administration of General Economic Programs); 2711 (Newspapers); 6710 (Holding Offices); 4800 (Communications); 7370 (Computer & Data Processing Services); 5960 (Nonstore Retailers); 9510 (Environmental Quality); 5940 (Miscellaneous Shopping Goods Stores)

NAICS CODES/DESCRIPTIONS: 92412 (Admin of Conservation Programs); 9261 (Admin of Economic Programs); 9241 (Admin of Environmental Quality Programs); 513 (Broadcasting & Telecommunications); 334 (Computer & Electronic Product Mfg); 3341 (Computer & Peripheral Equipment Mfg); 54151 (Computer Systems Design & Related Services); 541512 (Computer Systems Design Services); 334111 (Electronic Computer Mfg); 45411 (Electronic Shopping & Mail-Order Houses); 51 (Information); 514 (Information & Data Processing Services); 5141 (Information Services); 54161 (Management Consulting Services); 5416 (Management Scientific & Technical Consulting Services); 55111 (Management of Companies & Enterprises); 454 (Nonstore Retailers); 551112 (Offices of Other Holding Companies); 514191 (On-Line Information Services); 51419 (Other Information Services); 541 (Professional Scientific & Technical Services); 511 (Publishing Industries); 92613 (Regulation & Admin of Utilities); 92615 (Regulation Licensing & Inspection of Miscellaneous Commercial Sectors); 44 (Retail Trade); 51121 (Software Publishers); 5133

(Telecommunications)

... 5.2 million net operating cash flow, driven by lower inventory and the collections of **account receivable**. Our inventory position was down significantly to \$1.4 million from last quarters \$3.8...

14/K/4 (Item 4 from file: 20)

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32011505 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Event Brief of Q3 2003 PMC-Sierra, Inc. Earnings Conference Call - Final
October 16, 2003
WORD COUNT: 3967

COMPANY NAMES: Alcatel SA; Cisco Systems Inc; Hewlett Packard Co;
Lexmark International Ltd; Nortel Networks Corp; PMC Sierra Inc;
Thomas Weisel Partners International Ltd

DESCRIPTORS: Company News; Corporate Finance; Expenditure; Forecasts &
Predictions; General News; Government News; Human Resources &
Employment; Interim Results; Marketing; Meetings; New Products &
Services; Production; Restructuring; Results; Sales; Share Option
Schemes; Share Structure; Strategy; Taxation

COUNTRY NAMES/CODES: China (CN) ; United States of America (US)

REGIONS: Americas; Asia; North America

SIC CODES/DESCRIPTIONS: 3674 (Semiconductors & Related Devices); 3571
(Electronic Computers); 3577 (Computer Peripheral Equipment NEC); 7372
(Prepackaged Software); 3841 (Surgical & Medical Instruments); 3660
(Communications Equipment); 6211 (Security Brokers & Dealers); 3670
(Electronic Components & Accessories); 3570 (Computer & Office Equipment)
; 2711 (Newspapers); 3820 (Measuring & Controlling Devices); 2590
(Miscellaneous Furniture & Fixtures); 6000 (Depository Institutions)

NAICS CODES/DESCRIPTIONS: 3342 (Communications Equipment Mfg); 334
(Computer & Electronic Product Mfg); 3341 (Computer & Peripheral
Equipment Mfg); 334111 (Electronic Computer Mfg); 52 (Finance &
Insurance); 51 (Information); 33911 (Medical Equipment & Supplies Mfg);
339 (Miscellaneous Mfg); 334119 (Other Computer Peripheral Equipment Mfg)
; 511 (Publishing Industries); 52312 (Securities Brokerage); 5231
(Security & Commodity Contracts Intermediation & Brokerage); 523
(Security Commodity Contracts & Like Activity); 3344 (Semiconductor &
Other Electronic Component Mfg); 334413 (Semiconductor & Related Device
Mfg); 51121 (Software Publishers); 339112 (Surgical & Medical Instrument
Mfg)

...lines over summer. 3. Seeing modest increase in capital investments
in both corporate IT and **service provider** networks. 4. Also starting
to see gigabit ethernet starting to grow, which may indicate more...

... selected by Lucent for its next-generation Metropolis DMX (phonetic)
system. 9. Design activity in **service provider** market continues to
improve. 10. Securing strategic design wins across all segments in both
domestic...

... 4. New Product Introductions: 1. Introduced 14 new products in quarter
from enterprise, storage, and **service provider** divisions, including.
1. 4 gig fiber channel for next-generation storage system. 2. Framing and
...

... from microprocessors or can you talk a little bit about maybe other
areas of the **service provider** section that may give a little boost to

4Q?

A. (Bob Bailey) The sequential revenue...

14/K/5 (Item 5 from file: 20)

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27198071

Q4 2002 Juniper Networks Earnings Conference Call - Final - Part 1

January 16, 2003

WORD COUNT: 4666

COMPANY NAMES: China Telecommunications Corp; Ericsson Telefon AB; Gartner Group Inc; Juniper Network Inc; KT Corp; Nortel Networks Corp; Qwest Communications International Inc; Siemens AG; Singapore Telecommunications Ltd; Unisphere Networks Inc; WorldCom Inc

DESCRIPTORS: Company News; Contracts & New Orders; Corporate Finance; Expenditure; Facilities & Equipment; Forecasts & Predictions; General News; Human Resources & Employment; Interim Results; Joint Ventures; Market Share; Marketing; Meetings; Mergers & Acquisitions; New Products & Services; Product Management; Production; Regulation of Business; Report & Accounts; Research & Development; Restructuring; Results; Sales; Service & Product Use; Statistics; Strategy

COUNTRY NAMES/CODES: Brazil (BR) ; China (CN) ; India (IN) ; Israel (IL) ; Japan (JP) ; Singapore (SG) ; Taiwan (TW) ; United States of America (US)

REGIONS: Americas; Asia; Latin America; Middle East; North America; South America; South Asia; South East Asia

SIC CODES/DESCRIPTIONS: 3663 (Radio & TV Communications Equipment); 4812 (Radiotelephone Communications); 3660 (Communications Equipment); 3661 (Telephone & Telegraph Apparatus); 4810 (Telephone Communications); 3570 (Computer & Office Equipment); 7372 (Prepackaged Software); 4841 (Cable & Other Pay Television Services); 4813 (Telephone Communications Ex Radio); 8230 (Libraries); 7375 (Information Retrieval Services)

NAICS CODES/DESCRIPTIONS: 51321 (Cable Networks); 5132 (Cable Networks & Program Distribution); 513322 (Cellular & Other Wireless Telecommunications); 3342 (Communications Equipment Mfg); 334 (Computer & Electronic Product Mfg); 5141 (Information Services); 514191 (On-Line Information Services); 33422 (Radio TV Broadcast & Wireless Communications Equipment Mfg); 51121 (Software Publishers); 5133 (Telecommunications); 51333 (Telecommunications Resellers); 33421 (Telephone Apparatus Mfg); 51331 (Wired Telecommunications Carriers); 51332 (Wireless Telecom Carriers exc Satellite)

... million during the quarter. We've not purchased any stock or debts during this quarter. **Account receivable** was \$78.5m and base sales outstanding was 46 days up two days from last...

? t sl2/free,k/1-12

12/K/1 (Item 1 from file: 20)

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48947889 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Xinhua China Reports Third Quarter Results

May 15, 2006

WORD COUNT: 999

COMPANY NAMES: Turkiye Vakiflar Bankasi TAO

DESCRIPTORS: Company News; Interim Results; Results

COUNTRY NAMES/CODES: China (CN)
REGIONS: Asia

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... 992 Total Assets \$105,568,878 \$102,743,595 Liabilities and
Shareholder Equity Current Liabilities **Account payable** and accrued
liabilities \$ 82,258,756 \$ 76,231,392 Due to related parties 19,784...

12/K/2 (Item 2 from file: 20)
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48881793 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Q3 2006 ScanSource Inc. Earnings Conference Call - Part 1
April 27, 2006
WORD COUNT: 4601

COMPANY NAMES: ScanSource Inc; Turkiye Vakiflar Bankasi TAO
DESCRIPTORS: Appointments; Board Changes; Company News; General News;
Human Resources & Employment; Interim Results; Results
SIC CODES/DESCRIPTIONS: 9111 (Executive Offices); 9199 (General Government
NEC); 9100 (Executive Legislative & General)
NAICS CODES/DESCRIPTIONS: 92111 (Executive Offices); 9211 (General
Government Administration); 92 (Public Admin)

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... margin, meaning that the right mix of inventory turns, account
receivable days and number of **account payable** days helps us achieve
our targeted ROIC results.
Balance sheet metrics and cash management were...

12/K/3 (Item 3 from file: 20)
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47428664
**Media Release: Xinhua China Ltd<P>AAP MEDIANET XINHUA CHINA LTD<P>MEDIA
RELEASE PR21608**
February 27, 2006
WORD COUNT: 1466

DESCRIPTORS: Bonds; Company News; Facilities & Equipment; Interim
Results; Market News; Marketing; Markets; Results; Sales
COUNTRY NAMES/CODES: China (CN) ; United States of America (US)
REGIONS: Americas; Asia; North America
SIC CODES/DESCRIPTIONS: 8230 (Libraries); 7375 (Information Retrieval
Services); 5942 (Book Stores); 2711 (Newspapers); 6719 (Holding Companies
NEC); 1000 (Mining); 7370 (Computer & Data Processing Services); 5940
(Miscellaneous Shopping Goods Stores); 6710 (Holding Offices)
NAICS CODES/DESCRIPTIONS: 4512 (Book Periodical & Music Stores); 451211
(Book Stores); 51 (Information); 514 (Information & Data Processing
Services); 5141 (Information Services); 55111 (Management of Companies &
Enterprises); 21 (Mining); 551112 (Offices of Other Holding Companies);
514191 (On-Line Information Services); 51419 (Other Information Services)
; 511 (Publishing Industries); 44 (Retail Trade); 451 (Sporting Goods
Hobby Book & Music Stores)
... 992 Total Assets \$ 104,750,994 \$ 102,743,595 Liabilities and

Shareholder Equity Current Liabilities **Account payable** and accrued liabilities \$ 78,828,539 \$ 76,231,392 Due to related parties 20,853...

12/K/4 (Item 4 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

47428545 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Xinhua China Reports Financial Results for Second Quarter and Six Months

February 27, 2006

WORD COUNT: 1465

DESCRIPTORS: Company News; Facilities & Equipment; Interim Results; Marketing; Results; Sales

COUNTRY NAMES/CODES: China (CN)

REGIONS: Asia

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... 992 Total Assets \$ 104,750,994 \$ 102,743,595 Liabilities and Shareholder Equity Current Liabilities **Account payable** and accrued liabilities \$ 78,828,539 \$ 76,231,392 Due to related parties 20,853...

12/K/5 (Item 5 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

46192985 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Xinhua China Reports First Quarter Fiscal 2006 Results

December 19, 2005

WORD COUNT: 1550

COMPANY NAMES: Securities & Exchange Commission US

DESCRIPTORS: Company News; Interim Results; Regulation of Business; Results

COUNTRY NAMES/CODES: China (CN)

REGIONS: Asia

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... 992 Total Assets \$116,115,525 \$102,743,595 Liabilities and Shareholder Equity Current Liabilities **Account payable** and accrued liabilities \$90,187,522 \$76,231,392 Due to related parties 619,527...

12/K/6 (Item 6 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

45569445 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Xinhua China Reports Audited Results for Stub Year Ended June 30, 2005

November 14, 2005

WORD COUNT: 1238

COMPANY NAMES: Securities & Exchange Commission US

DESCRIPTORS: Company News; Regulation of Business; Report & Accounts; Results

COUNTRY NAMES/CODES: China (CN) ; United States of America (US)

REGIONS: Americas; Asia; North America

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Goodwill 6,173,992 Total assets 102,743,595 LIABILITIES AND
SHAREHOLDER EQUITY Current liabilities **Account payable** and accrued
liabilities 76,231,392 Due to related parties 1,819,965 Total current...

12/K/7 (Item 7 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

42521249 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Xinhua China Ltd. Reports 2005 Third Quarter, Nine Month Financial Results
May 24, 2005

WORD COUNT: 1812

DESCRIPTORS: Company News; Interim Results; Results

COUNTRY NAMES/CODES: China (CN)

REGIONS: Asia

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... 122,236 \$130 Liabilities and Shareholder Equity Current Liabilities
Loans Payable - current \$1,207,837 \$ - **Account Payable** 75,672,387
4,998 Advance Received 1,042,094 - Tax Provision 5,160,731...

12/K/8 (Item 8 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

40316279

Sony Corp. - Results of Tracking Stock

January 27, 2005

WORD COUNT: 3518

COMPANY NAMES: Sony Corp

DESCRIPTORS: Company News; Interim Results; Patents Licensing &
Standards; Report & Accounts; Results

COUNTRY NAMES/CODES: Japan (JP)

REGIONS: Asia

... 001 19,656 ----- LIABILITIES AND
STOCKHOLDERS' EQUITY Current liabilities 5,356 5,167 7,255 -----
----- **Account payable** , trade 2,631 2,463 2,744
Accrued expense 2,021 1,711 1,613...assets 1 0 Gain on sales of tangible
fixed assets (0) (25) (Increase) decrease in **account receivable** , trade
(69) 22 (Increase) decrease in inventories 141 (9) Increase in other
current assets (214...

12/K/9 (Item 9 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

28295044

MATCO RAVARY Discloses Financial Statements for the First Quarter Ended
January 31, 2003

March 26, 2003

WORD COUNT: 434

COMPANY NAMES: Matco Ravary Inc; RONA Inc

DESCRIPTORS: Company News; Corporate Finance; Expenditure; Interim Results; Patents Licensing & Standards; Report & Accounts; Results
COUNTRY NAMES/CODES: Canada (CA)
REGIONS: Americas; North America
PROVINCE/STATE: Quebec
SIC CODES/DESCRIPTIONS: 6020 (Commercial Banks); 5211 (Lumber & Other Building Materials); 6030 (Savings Institutions); 5200 (Building Materials & Garden Supplies); 6000 (Depository Institutions); 5200 (Retail Trade)
NAICS CODES/DESCRIPTIONS: 444 (Building Material & Garden Equipment & Supplies Dealers); 4441 (Building Material & Supplies Dealers); 52211 (Commercial Banking); 522 (Credit Intermediation & Related Activities); 5221 (Depository Credit Intermediation); 52 (Finance & Insurance); 44411 (Home Centers); 44 (Retail Trade)
...LIABILITIES CURRENT LIABILITIES Bank indebtedness -- 1,275,000
Account payable 500,000 6,659,978 Income taxes payable -- 424,697 Future income taxes 18,283...

12/K/10 (Item 10 from file: 20)
DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

14855877 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Accounting tool for SMEs
January 29, 2001
WORD COUNT: 541

DESCRIPTORS: Small Business; Company News
COUNTRY NAMES/CODES: Malaysia (MY)
REGIONS: Asia; South East Asia

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Center will appear with all available options and functions grouped under General Ledger, Account Receivable, **Account Payable**, Stock and Invoicing as well as Inquiry respectively. An alternative mode to the Command Center...

... Accounting 2000 comes with standard functionalities that you would expect from any decent accounting software. **Account Receivable** is used to record transactions such as invoice, payment receipt, credit note and debit note...

12/K/11 (Item 11 from file: 20)
DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

10738104 (USE FORMAT 7 OR 9 FOR FULLTEXT)
ASE Test Limited & Subsidiaries Reports 2000 First -2-
April 26, 2000
WORD COUNT: 552

COMPANY NAMES: Motorola Inc
DESCRIPTORS: Bonds; Markets; Market News; Debt; Corporate Finance; Company News; Equities; Research & Development; Report & Accounts; Results; Sales; Marketing; Interim Results
COUNTRY NAMES/CODES: Singapore (SG) ; Malaysia (MY) ; Hong Kong (HK) ; Taiwan (TW) ; United States of America (US)
REGIONS: Asia; South East Asia; Far East; Pacific Rim; Americas;

North America
 PROVINCE/STATE: California
 SIC CODES/DESCRIPTIONS: 3570 (Computer & Office Equipment); 3674
 (Semiconductors & Related Devices)
 NAICS CODES/DESCRIPTIONS: 334 (Computer & Electronic Product Mfg); 334413
 (Semiconductor & Related Device Mfg)

... Cash and cash equivalent 34.2 Short-term borrowing 5.1 Account
 receivable 72.4 **Account payable** 26.8 Inventories 11.3 Payable for fixed
 assets 35.7 Other current assets 8...

12/K/12 (Item 1 from file: 610)
 DIALOG(R)File 610:(c) 2006 Business Wire. All rts. reserv.

00568950 20010808220B9695 (USE FORMAT 7 FOR FULLTEXT)
Tioga Technologies Reports Second Quarter 2001 Financial Results
 Wednesday, August 8, 2001 08:02 EDT
 WORD COUNT: 1,251

COMPANY NAMES: tioga technologies ltd.
 GEOGRAPHIC NAMES: AMERICAS; CALIFORNIA; ISRAEL; MEDITERRANEAN; MIDDLE EAST
 ; NORTH AMERICA; USA
 INDUSTRY NAMES: COMMUNICATIONS TECHNOLOGIES; COMPANY PROFILES; COMPUTERS;
 CORPORATE; CORPORATE FINANCIAL DATA; DATA COMMUNICATIONS; FINANCIAL
 SERVICES; INVESTMENT; MARKETING; NETWORKS; NEW PRODUCT DEVELOPMENT;
 STOCKS AND SHARES; TECHNOLOGY DEVELOPMENT
 EVENT NAMES: ADVERTISING AND PROMOTION; CORPORATE FINANCIAL DATA;
 CORPORATE FUNDING; CORPORATE PERFORMANCE; FINANCIAL AND COMMODITY MARKETS
 ; MANUFACTURING AND PRODUCTION; NEW PRODUCT DEVELOPMENT; PRODUCT
 APPLICATIONS; PRODUCT SPECIFICATIONS; PRODUCTIVITY; REGULATION; RESEARCH
 AND DEVELOPMENT; STOCKS AND SHARES; TECHNOLOGY DEVELOPMENT

...on the "Digital Investor Kit(TM)" icon at
 www.kcsa.com.

Tioga Technologies, Ltd.
 Consolidated **Balance** Sheet(1)
 (dollars in thousands)

	June 30, 2001 (Unaudited) -----	December 31, 2000 (Audited) -----
Assets		
Cash and cash equivalents	24,795	18,793
Trade account receivable	368	10,868
Other current assets	4,262	1,088
Marketable securities	35	28
Inventories...		
...other intangible assets	-	20,000
	-----	-----
Total assets	31,419 =====	59,697 =====

(1) June 30, 2001 **balance** sheet includes only the continued
 operations' assets and liabilities while December 31, 2000 **balance**
 sheet includes both continued and discontinued operations' assets
 and liabilities.

Tioga Technologies, Ltd.
 Consolidated **Balance** Sheet (1)

	(dollars in thousands)	
	June 30, 2001 (Unaudited)	December 31, 2000 (Audited)
Liabilities and		
Shareholders' Equity (Deficit)		
Short term loan from bank	10,000	10,000
Trade account payable	2,882	5,617
Other payable and accrued liabilities	5,688	18,306
	-----	-----
Total current...		
...629		
	-----	-----
Total liabilities and shareholders' equity (deficit)	31,419 =====	59,697 =====

(1) June 30, 2001 **balance** sheet includes only the continued operations' assets and liabilities while December 31, 2000 **balance** sheet includes both continued and discontinued operations' assets and liabilities.

Tioga Technologies, Ltd.
Consolidated Statements...

? show files;ds

File 15:ABI/Inform(R) 1971-2006/May 19
(c) 2006 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2006/May 19
(c) 2006 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/May 19
(c)2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/May 18
(c) 2006 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 19
(c) 2006 The Gale Group
File 268:Banking Info Source 1981-2006/May W2
(c) 2006 ProQuest Info&Learning
File 626:Bond Buyer Full Text 1981-2006/May 19
(c) 2006 Bond Buyer
File 608:KR/T Bus.News. 1992-2006/May 19
(c)2006 Knight Ridder/Tribune Bus News
File 9:Business & Industry(R) Jul/1994-2006/May 18
(c) 2006 The Gale Group
File 20:Dialog Global Reporter 1997-2006/May 19
(c) 2006 Dialog
File 623:Business Week 1985-2006/May 19
(c) 2006 The McGraw-Hill Companies Inc
File 624:McGraw-Hill Publications 1985-2006/May 19
(c) 2006 McGraw-Hill Co. Inc
File 636:Gale Group Newsletter DB(TM) 1987-2006/May 18
(c) 2006 The Gale Group
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 610:Business Wire 1999-2006/May 19
(c) 2006 Business Wire.

File 476:Financial Times Fulltext 1982-2006/May 20
(c) 2006 Financial Times Ltd
File 613:PR Newswire 1999-2006/May 19
(c) 2006 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2006/May 18
(c) 2006 San Jose Mercury News
File 625:American Banker Publications 1981-2006/May 18
(c) 2006 American Banker

Set	Items	Description
S1	4556	ACCOUNT () RECEIVABLE
S2	3861569	BALANCE OR BALANCING
S3	198	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (- RECORD OR REPORT OR SUMMARY)
S4	1856	ACCOUNT () PAYABLE
S5	86	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS- ING)
S6	865404	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
S7	0	DISCREPNCY () (RECORD OR REPORT OR SUMMARY)
S8	115	DISCREPANCY () (RECORD OR REPORT OR SUMMARY)
S9	0	S1(S) S2(S) S4(S) S6
S10	613	S1(S) S2
S11	0	S10 (S) S3
S12	12	S10 (S) S4
S13	0	S10 (S) S5
S14	5	S10 (S) S6
S15	0	S10 (S) S68
S16	0	S10 (S) S8
S17	12	RD S12 (unique items)
? s s10 (10N) discrepancy		
	613	S10
	71663	DISCREPANCY
S18	0	S10 (10N) DISCREPANCY
? s s10 (10N) discrepancies		
	613	S10
	72912	DISCREPANCIES
S19	0	S10 (10N) DISCREPANCIES
? s s10 (10N) (inacurrate? or discrepancies)		
	613	S10
	26	INACURRATE?
	72912	DISCREPANCIES
S20	0	S10 (10N) (INACURRATE? OR DISCREPANCIES)
? s s1()s8		
	4556	S1
	115	S8
S21	0	S1()S8
? s s4()s8		
	1856	S4
	115	S8
S22	0	S4()S8
? s s1()s4		
	4556	S1
	1856	S4
S23	13	S1()S4
? s s23 and s5		
	13	S23
	86	S5
S24	0	S23 AND S5
? s s23 () s6		
	13	S23

865404 S6
S25 0 S23 () S6
? rd s23

>>>Duplicate detection is not supported for File 626.

>>>Duplicate detection is not supported for File 625.

>>>Records from unsupported files will be retained in the RD set.

S26 11 RD S23 (unique items)
? t s26/free/1-11

26/8/1 (Item 1 from file: 15)
DIALOG(R)File 15:(c) 2006 ProQuest Info&Learning. All rts. reserv.

03068284 875490661

****USE FORMAT 7 OR 9 FOR FULL TEXT****

E-commerce impact: emerging technology - electronic auditing
WORD COUNT: 5302 LENGTH: 14 Pages
2005

DESCRIPTORS: Auditing procedures; Accounting systems; Studies; Electronic
commerce
CLASSIFICATION CODES: 5250 (CN=Telecommunications systems & Internet
communications); 4130 (CN=Auditing); 9130 (CN=Experimental/Theoretical)
PRINT MEDIA ID: 11845

26/8/2 (Item 2 from file: 15)
DIALOG(R)File 15:(c) 2006 ProQuest Info&Learning. All rts. reserv.

01041529 96-90922

****USE FORMAT 7 OR 9 FOR FULL TEXT****

Survey of property management and accounting software: Part I
WORD COUNT: 3415 LENGTH: 8 Pages
May/Jun 1995
GEOGRAPHIC NAMES: US

DESCRIPTORS: Software packages; Automated accounting systems; Property
management; Manyproducts; Manycompanies; Applications
CLASSIFICATION CODES: 9190 (CN=United States); 5240 (CN=Software & systems)
; 4120 (CN=Accounting policies & procedures); 8360 (CN=Real estate)

26/8/3 (Item 1 from file: 16)
DIALOG(R)File 16:(c) 2006 The Gale Group. All rts. reserv.

06200994 Supplier Number: 54140083

MALAYSIA: Y2K LINK ACCOUNTING SOFTWARE LAUNCHED.

March 18, 1999

PUBLISHER NAME: Unavailable

COMPANY NAMES: *Binary Gateway Sdn Bhd

EVENT NAMES: *336 (Product introduction)

GEOGRAPHIC NAMES: *9MALA (Malaysia)

PRODUCT NAMES: *7372411 (General Accounting & Financial Software)

INDUSTRY NAMES: BUSN (Any type of business); INTL (Business,
International)

SIC CODES: 7372 (Prepackaged software)

NAICS CODES: 51121 (Software Publishers)

SPECIAL FEATURES: COMPANY

26/8/4 (Item 2 from file: 16)

DIALOG(R)File 16:(c) 2006 The Gale Group. All rts. reserv.

05368377 Supplier Number: 48163842

Integrated accounting software launched

Dec 8, 1997

PUBLISHER NAME: Unavailable

COMPANY NAMES: *Comserv (Sarawak) Sdn. Bhd.

EVENT NAMES: *336 (Product introduction)

GEOGRAPHIC NAMES: *9MALA (Malaysia)

PRODUCT NAMES: *7372411 (General Accounting & Financial Software)

INDUSTRY NAMES: BUSN (Any type of business); INTL (Business, International)

NAICS CODES: 51121 (Software Publishers)

SPECIAL FEATURES: COMPANY

26/8/5 (Item 1 from file: 148)

DIALOG(R)File 148:(c)2006 The Gale Group. All rts. reserv.

09721290 SUPPLIER NUMBER: 19746894 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Source Services Corp. Opens New Accountant Source Temps Office in Salt Lake City.

Sep 12, 1997

WORD COUNT: 470 LINE COUNT: 00045

COMPANY NAMES: Source Services Corp. (Dallas, Texas)--Location

INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of business

DESCRIPTORS: Employment agencies--Location

PRODUCT/INDUSTRY NAMES: 7362024 (Accounting Office Temporaries)

SIC CODES: 7363 Help supply services

TICKER SYMBOLS: SRSV

FILE SEGMENT: NW File 649

26/8/6 (Item 2 from file: 148)

DIALOG(R)File 148:(c)2006 The Gale Group. All rts. reserv.

03686606 SUPPLIER NUMBER: 06583368 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Full service. (includes 2 related articles) (ECR-POS Hardware Survey, part 2) (buyers guide)

Aug 10, 1988

WORD COUNT: 4655 LINE COUNT: 00695

SPECIAL FEATURES: illustration; table

INDUSTRY CODES/NAMES: TRVL Travel and Hospitality

DESCRIPTORS: Point-of-sale systems--Directories; Restaurant industry--Data processing; Restaurant management--Data processing

SIC CODES: 3578 Calculating and accounting equipment; 5812 Eating places

FILE SEGMENT: TI File 148

26/8/7 (Item 1 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

30310275 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Wasted vitriolic in the White Paper: Why raise the bogey of banning multinational accounting firms in India, asks Roopen Roy

July 24, 2003

WORD COUNT: 1141

COUNTRY NAMES/CODES: India (IN)

REGIONS: Asia; South Asia

PROVINCE/STATE: PWC Saved Search

SIC CODES/DESCRIPTIONS: 8721 (Accounting Auditing & Bookkeeping Services); 8621 (Professional Organizations); 8100 (Legal Services); 8600 (Membership Organizations); 8399 (Social Services NEC); 7300 (Business Services)

NAICS CODES/DESCRIPTIONS: 54121 (Accounting Tax Preparation Bookkeeping Payroll Services); 8139 (Business Labor Political & Like Organizations); 541211 (Offices of Certified Public Accountants); 81 (Other Services exc Public Admin); 81392 (Professional Organizations); 541 (Professional Scientific & Technical Services); 813 (Religious Grantmaking Professional & Like Organizations)

26/8/8 (Item 2 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

22574757 (USE FORMAT 7 OR 9 FOR FULLTEXT)

A clear eye for IT growth

May 01, 2002

WORD COUNT: 1138

COMPANY NAMES: Giorgio Armani SpA; Calvin Klein Industries Inc

DESCRIPTORS: New Products & Services; Marketing; Company News; Facilities & Equipment

COUNTRY NAMES/CODES: Malaysia (MY)

REGIONS: Asia; South East Asia

PROVINCE/STATE: England

SIC CODES/DESCRIPTIONS: 6512 (Operators of Nonresidential Buildings)

NAICS CODES/DESCRIPTIONS: 53112 (Lessors of Nonresidential Buildings exc Miniwarehouse)

26/8/9 (Item 3 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

14858950 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Accounting tool for SMEs

January 29, 2001

WORD COUNT: 541

DESCRIPTORS: Small Business; Company News; New Products & Services; Marketing

COUNTRY NAMES/CODES: Malaysia (MY)

REGIONS: Asia; South East Asia

SIC CODES/DESCRIPTIONS: 7372 (Prepackaged Software)

NAICS CODES/DESCRIPTIONS: 51121 (Software Publishers)

26/8/10 (Item 4 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

09154461 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Practical choice for business needs

January 17, 2000

WORD COUNT: 584

SIC CODES/DESCRIPTIONS: 7372 (Prepackaged Software)

NAICS CODES/DESCRIPTIONS: 51121 (Software Publishers)

26/8/11 (Item 5 from file: 20)

DIALOG(R)File 20:(c) 2006 Dialog. All rts. reserv.

08931758 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Accounting solution with online help

December 30, 1999

WORD COUNT: 448

COMPANY NAMES: Netscape Communications Corp

DESCRIPTORS: New Products & Services; Marketing; Company News

COUNTRY NAMES/CODES: Malaysia (MY)

REGIONS: Asia; South East Asia

SIC CODES/DESCRIPTIONS: 7375 (Information Retrieval Services); 7372 (Prepackaged Software)

NAICS CODES/DESCRIPTIONS: 514191 (On-Line Information Services); 51121 (Software Publishers)

? t s26/medium,k/1-11

26/K/1 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

03068284 875490661

E-commerce impact: emerging technology - electronic auditing

Shaikh, Junaid M

Managerial Auditing Journal v20n4 PP: 408-421 2005

ISSN: 0268-6902 JRNL CODE: MAJ

WORD COUNT: 5302

...TEXT: Recent Advances in Internet Technology, Japan, 10 December.

OASIS (2002), "ArapXML for general ledger and **account receivable / account payable** integration", Technology Report, 11 February and also SSI General ledger facility. OMG DTC Document finance...

26/K/2 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

01041529 96-90922

Survey of property management and accounting software: Part I

Morey, Scott; Giudice, Don

Journal of Property Management v60n3 PP: 58-65 May/Jun 1995

ISSN: 0022-3905 JRNL CODE: JPM

WORD COUNT: 3415

...TEXT: D. Edwards & Co.

Hardware: IBMI AS 400

Operating System: OS/400

Modules: World Foundation Environment, **Account Receivable** , **Account Payable** , General Ledger, Financial Modeling & Budgeting, FASTER, Fixed Assets, Property Management, Work Orders, Job Cost, Contract...

26/K/3 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06200994 Supplier Number: 54140083
MALAYSIA: Y2K LINK ACCOUNTING SOFTWARE LAUNCHED.
New Straits Times, p39
March 18, 1999
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:

...tagged at RM 5,800. The package will be able to perform accounting needs like **account receivable** , **account payable** , order control and invoicing as well as general ledger. The software is also Y2K compliant...

26/K/4 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05368377 Supplier Number: 48163842
Integrated accounting software launched
New Straits Times, p23
Dec 8, 1997
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:

...alone version while RM 120,000 for multi users Enterprise Edition. The software comprises of **account receivable** , **account payable** and general ledger modules and more modules will be included in the future. The firm...

26/K/5 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

09721290 SUPPLIER NUMBER: 19746894 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Source Services Corp. Opens New Accountant Source Temps Office in Salt Lake City.
Business Wire, p9120052
Sep 12, 1997
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 470 LINE COUNT: 00045

... an excellent niche for our temporary accounting and financial staffing services, ranging from bookkeepers and **account receivable** /

account payable clerks to tax specialists and controllers."
Heading up the new Accountant Source Temps division is...

26/K/6 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

03686606 SUPPLIER NUMBER: 06583368 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Full service. (includes 2 related articles) (ECR-POS Hardware Survey, part 2) (buyers guide)
Kasavana, Michel; Casper, Carol; Brennan, Denise M.
Restaurant Business, v87, n12, p173(11)
Aug 10, 1988
DOCUMENT TYPE: buyers guide ISSN: 0097-8043 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 4655 LINE COUNT: 00695

... The four major back office modules involve the fundamental accounting tasks within the areas of **account receivable** , **account payable** , payroll accounting, and financial reporting. Restaurant management applications address these same accounting tasks. Other modules ...

26/K/7 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

30310275 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Wasted vitriolic in the White Paper: Why raise the bogey of banning multinational accounting firms in India, asks Roopen Roy
BUSINESS LINE
July 24, 2003
JOURNAL CODE: FBLN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1141

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to complex financial processes. The bottom- end activities include transaction processing, accounting, and fixed assets, **account receivable** , **account payable** , cash application and account reconciliation. The mid-tier activities include accounting operations, general ledger consolidation...

26/K/8 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

22574757 (USE FORMAT 7 OR 9 FOR FULLTEXT)
A clear eye for IT growth
Matthew Mok
NEW STRAITS TIMES (MALAYSIA)
May 01, 2002
JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1138

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and RM3 million in hardware and RCMS, that include enterprise resource planning (ERP) modules covering **account receivable** , **account payable** , sales order management, general ledger, inventory control, merchandising, piper module to conduct financial posting, purchase...

26/K/9 (Item 3 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

14858950 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Accounting tool for SMEs

Philip Lee

NEW STRAITS TIMES (MALAYSIA)

January 29, 2001

JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 541

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... is not case-sensitive.

Next thing you will need to do is to enter the **Account Receivable** , **Account Payable** and General Ledger codes. These unique codes can be alpha- numeric, which is a combination...

... the Command Center will appear with all available options and functions grouped under General Ledger, **Account Receivable** , **Account Payable** , Stock and Invoicing as well as Inquiry respectively.

An alternative mode to the Command Center...

26/K/10 (Item 4 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

09154461 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Practical choice for business needs

Philip Lee

NEW STRAITS TIMES (MALAYSIA)

January 17, 2000

JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 584

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... management packages.

There are in total five fully integrated modules in Chrysanth Accountant 98, namely **Account Receivable** , **Account Payable** , General Ledger, Cash Book and Invoicing to meet your accounting needs.

Once you have succesfully...

26/K/11 (Item 5 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

08931758 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Accounting solution with online help

Subashini Selvaratnam

NEW STRAITS TIMES (MALAYSIA)

December 30, 1999

JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 448

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... sized businesses as well as the enterprise market. It consists of four modules - general ledger, **account receivable**, **account payable**, and stock control and invoicing. Chau said the software was written in Delphi version 3...

? t s26/full/5-6

26/9/5 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

09721290 SUPPLIER NUMBER: 19746894 (THIS IS THE FULL TEXT)

Source Services Corp. Opens New Accountant Source Temps Office in Salt Lake City.

Business Wire, p9120052

Sep 12, 1997

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 470 LINE COUNT: 00045

TEXT:

DALLAS--(BUSINESS WIRE)--Sept. 12, 1997--Source Services Corp.(R) (Nasdaq:SRSV), one of the nation's leading full-service specialty staffing firms, has recently opened a new Accountant Source Temps(R) office in Salt Lake City.

The new division, which specializes in temporary accounting and financial staffing, is located at 505 E. 200 South St., Suite 300.

Other Source Services divisions in Salt Lake City include Source Finance(R), which provides accounting and financial professionals in full-time positions; Source Edp(R), which provides information technology (IT) professionals in full-time positions; and Source Consulting(R), which offers IT consultants for short- or long-term assignments.

"After completing an analysis of the local marketplace, we realized that there was a real need for the type of high caliber service which Source provides," said Rik Yerzik, Managing Director of the local office. "We believe Salt Lake City provides an excellent niche for our temporary accounting and financial staffing services, ranging from bookkeepers and **account receivable** / **account payable** clerks to tax specialists and controllers."

Heading up the new Accountant Source Temps division is Madeline Rees, Product Sales Manager, who oversees a full-time staff of four recruiting and sales professionals. Prior to joining Source, Rees operated her own recruiting firm in Salt Lake City.

"Economic growth, unprecedented low unemployment rates and leaner staffing trends have combined to create a high demand for flexible staffing in this market particularly in the areas of accounting and finance," said Rees. "Our strength at Source is in our ability to meet these challenges through hiring highly experienced industry professionals to be a part of our staff. We then invest in them through continual training and education. Utilizing the most sophisticated computer technology available, we have created a vast database of candidates and clients.

"Source's 'culture' can be characterized as progressive, innovative

and high tech," Rees continued. "What this means to professional job seekers is that Source Services is ahead of the pack in providing up-to-the-minute information in terms of career development. Our client companies can expect immediate staffing results, facilitated through high-level consulting, with the emphasis on uncompromised commitment to quality".

Source Services Corp., headquartered in Dallas, provides staffing and consulting services in the information technology (IT), accounting and finance, engineering, legal, manufacturing, and healthcare disciplines. Founded in 1962 as a pioneer in IT staffing, Source provides services in 52 markets throughout the United States and one in Canada. Source is a publicly traded company on NASDAQ under the symbol "SRSV." For more information on Source Services, visit the Source Web site at www.experienceondemand.com.

CONTACT: Carroll Communications

Melanie Carroll, 940/321-5502

mcarrcomm@aol.com

or

Source Services Corp.

Debra Decker, 972/455-1735

deckerd@sourcesvc.com

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COMPANY NAMES: Source Services Corp. (Dallas, Texas)--Location

INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of business

DESCRIPTORS: Employment agencies--Location

PRODUCT/INDUSTRY NAMES: 7362024 (Accounting Office Temporaries)

SIC CODES: 7363 Help supply services

TICKER SYMBOLS: SRSV

FILE SEGMENT: NW File 649

26/9/6 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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03686606 SUPPLIER NUMBER: 06583368 (THIS IS THE FULL TEXT)

Full service. (includes 2 related articles) (ECR-POS Hardware Survey, part 2) (buyers guide)

Kasavana, Michel; Casper, Carol; Brennan, Denise M.

Restaurant Business, v87, n12, p173(11)

Aug 10, 1988

DOCUMENT TYPE: buyers guide ISSN: 0097-8043 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 4655 LINE COUNT: 00695

TEXT:

ECR/POS HARDWARE SURVEY

PART II. FULL SERVICE The second part of RB's comparative study of ECR/POS systems deals with hardware that is applicable to full-service restaurants. The beginning portions of this survey are similar to the quick-service systems survey in that they relate to system configuration, peripherals, and system characteristics considerations. However, differences arise in the application software sections and throughout the sections dealing with guest check specifications.

Charts.....Page 174

Applications.....Page 176 Case History:

Perry Restaurants.....Page 180 Case History: Knowles

Company	Casio Inc.	Contrex Sys. Corp.
Product Name	Casio	Super Sprint
Model	TK4300	
System Classification	SA/MS	SA/MS/PB
Date of Introduction	3/88	4/88
Date of First Installation	3/88	4/88
Number Sold	N/A	N/A
Sales Network	Dealers	Reps/Dlrs
System Configuration: Is the processor part of one of the terminals?		

Y Y

Can terminals be read (polled) remotely over telephone lines? Y Y
 Can terminals be programmed over telephone lines? Y Y
 Can terminals be read from a remote terminal? Y Y
 How many cash drawers can be connected to one terminal? 4 2
 Can the system interface with a microcomputer? Y Y
 Can the system interface to a restaurant accounting system? Y Y
 Can the system interface to a credit card strip reader? N Y

Peripherals:

Workstation Monitors	8	
Workstation Printers	8	
Automatic Change Makers	1	1
Expediter Monitors	8	64
Expediter Printers	8	32
Total peripherals	5	96

System Characteristics:

Keyboard:

# of keys on keyboard	130	120
# of programmable keys	all	all
Max. # of presets per menu	120	mem. dep.
Max. # of PLU numbers	5,000	mem. dep.

How many levels can the keys be programmed to accommodate? 3 99

The keyboard is available:

Raised	R	
Micromotion	M	M
Hand-held terminals available?	N	N

Are touch screen terminals available? N N

Control Transaction Control Transaction CRS, Esper Div. Datachecker

Sys.

Express plus	POS Express	Esper	Datachecker
CTC 1000	CTC-EXP	9711	2170
PB	PB	MS	SA
10/74	1/85	6/87	7/85
4/75	1/85	6/87	7/85
1,800	500	1,000	6,000
Reps/Dlrs	Reps/Dlrs	Dealers	Reps/Dlrs
N	N	Y	Y
Y	Y	Y	Y
2	2	4	2
Y	Y	Y	Y
Y	Y	N	Y
Y	Y	N	N
32	5	Ftr	0
32	5	6	32
32	5	0	0
0	0	Ftr	0
32	5	6	8
32	5	20	32
378	378	128	117
all	all	96	all

378	378	100	99
1,400	1,400	5,000+	999
240	240	3	3
R	R		
		M	M
N	N	N	N
Fisher		Micros	

Restaurant Sys.	Hugin Sweda	Hugin Sweda	Sys. Inc.	Micros Sys. Inc.
Fisher R. Mgmt.	Check Trak		Micros 4700	Micros 473
SES	9801	2835/2845	4700	473
PB	PB	MS/PB	MB	MS
11/86	10/86	1/86	11/85	1980
11/86	10/86	2/86	1986	1980
150	N/A	4,500+	1,200	18,000
Reps/Dlrs	Reps/Dlrs	Reps/Dlrs	Reps/Dlrs	Reps/Dlrs
Y	N	Y	N	Y
Y	Y	Y	Y	Y
Y	N	Y	Y	Y
Y	Y	Y	Y	Y
Y	Y	Y	N	Y
1	4	2	2	2
Y	Y	Y	Y	Y
Y	N	N	Y	Y
31	0	0	17	16
31	7	16	34	16
0	0	16	Ftr	16
0	0	8	0	7
16	7	8	15	7
109	16	32	66	72
128	147	165	(1) 256	128
66	147	165	all	113
66	99	126	256	99
32,000	10,000	460	5,000	1,128
2	4	3	64	8
R	R	2845-R	R	R
	M	2835-M	M	M
N	N	N	N	N
NCR Corp.	Postech Inc.	Post-Tron Sys.	Remanco Sys.	Sharp Electronics
NCR	Squirrel	Post-Tron Sys	Remanco	Sharp
2160		PSS 900	1800	ER-52BR
PB	MB	SA/MS	MB	SA/MS/PB
1978	1985	3/88	1980	8/87
1978	1985	4/88	1981	9/87
45,000	330	400+	3,000	300+
Reps	Reps/Dlrs	Reps/Dlrs	Reps/Dlrs	Reps/Dlrs
N	N	Y	N	Y
Y	Y	Y	Y	Y
2	1	2	1	4
Y	Y	Y	Y	Y
Y	Ftr	Y	Ftr	N
15	0		22	15
2/term	25	24	22	1
2/term	Ftr	0	0	1
10	0	8	0	1
10	25	8	15	9
15	50	24	(20) 88	15
119	(3) N/A	140	150	156
108	N/A	140	120	156
90	N/A	200	120	156

10,000+	N/A	5,000	1,400	9,999
mem. dep.	N/A	6	8	4
	N/A			R
M	N/A	M	M	M
N	N	N	Y	N
N	Y	N	N	N

Electronics Sharp Electronics Sharp Electronics & Systems Dev. Sharp				
Distribution Tec America				
Sharp Elec ne Dine Sys	Sharp Elec	Sharp Elec	Systems Dev	Fi
ER-32410	ER-3300	ER-4230	Argus	20
SA/MB	MS/PB	SA/MB	PB	PB
12/84/85	12/87	1/83	1985	11
1/8585	1/88		1/85	9/
8,000+0+	600+	11,000+	300+	85
Reps/Dlrs ps/Dlrs	Reps/Dlrs	Dealers	Reps/Dlrs	Re
Y	Y	N	N	N
N	Y	Y	Y	Y
N	Y	Y	Y	Y
N	Y	Y	Y	Y
Y	Y	Y	Y	Y
4	4	4	4	2
Y	Y	Y	Y	Y
Y	Y	Y	Y	Y
N	N	N	N	Y
15	15	2	16	24
1	1	2/term	16	24
1	N/A	1/term	0	24
1	1	2	16	0
9	9	1/term	16	24
15	15	(1) varies	32	24

67 4	160	(12) 62	120	12
51 4	158	35	100	12
30 400	120	all	1,200+	1,
350 400	999	512	64,000	1,
3	3	1	99	5
R A		R	R	N/
	M			N/
A				
N	N	N	N	N
N	N	N	N	N

Company t Name	Casio	Casio Inc. Super	Comtrex Sys. Corp.	Produc Sprint
Model		TK4300		
Can menu changes be made by user?		Y		Y
If so, they can be made from:				
Microcomputer		M		M
Remote Terminal		RT		RT
Can the system handle time and attendance - payroll?		Y		Y
How many employees can it trakt?		999		500
Can the system store menu item recipes? N Y				
Can the sytem convert purchase units to issue units to recipe units?				
N Y				
Can the system keep a perpetual inventory?		Y Y		
How many different inventory items can be tracked?		5,000		1,000
Is the system capable of server activity reporting?		Y Y		
How many server ID numbers can be assigned on the system?		99		1,000
Security Options Available:				
Server ID		S		S
Password				P
Magnetic/Optical Card				
Physical Key P P				
Without power, the system can:				
retain data for (time period)		30 days		indefinite
remain operational (Y/N)		Y		N
Guest Checks are printed:				
Simultaneously		S		S
Retained		R		R
Delayed		D		D
Does the system link multiple cks.?		Y		Y
Are guest check previous bal. automatically stored?		Y Y		
Does the system have an automatic slip feed capability?		Y Y		
How many open checks can be in the system at one time?		500		mem. dep.
How many dayparts can the system				

handle?	99	96
The operator's display is:	flour tube	
With () characters per line	24	40
Of which () are alphanumeric	24	all
Number of lines	1	12

Control Transaction Control Transaction CRS, Esper Div. Datachecker

Sys.

Express plus	POS Express	Esper	Datachecker
CTC 1000	CTC-EXP	9711	2170
Y	Y	Y	Y
M	M		
RT	RT	RT	RT
Y	Y	N	N
512	512	N/A	N/A
Y	Y	N	N
Y	Y	Y	N
9,99+	9,999+	5,000+	N/A
Y	Y	Y	Y
512	512	99	99
S	S	S	S
MC	MC		

			P
indefinite	indefinite	90 days	30 days
		N	0
S	S	S	S
R	R		
D	D	D	D
N	N	Y	Y
Y	Y	Y	Y
1,000	1,000	9,999	512
12	12	24	24
CRT	CRT	flour tube	LED
40	40	16	6
all	all	8	0
20	20	1	1

Fisher Restaurant Sys. Hugin Sweda Hugin Sweda Micros Sys. Inc.

Fisher R. Mgmt.	Check Trak		Micros 4700
SES	9801	2835/2845	4700
Y	Y	Y	Y
M	M		M
RT		RT	RT
Y	Y	N	Y
32,000	1,000	varies	1,000
Y	N	N	Y
Y	Y	N	Y
32,000	10,000	0	5,000+
Y	Y	Y	Y
999	1,000	varies	1,000
S	S	S	S
P	P	P	
M			M
	P	P	
1 hr.	N/A	1 yr.	(16) no limit
1 hr	Y	Y	Y
S	S	S	Y
R	R		R
	D	D	D
Y	Y	Y	Y
N	Y	Y	Y
999	2,500	programmable	1,000

5	60	48	255
CRT	LED	LED	CRT
80	20	10	80
80	20	10	all
24	1	2	25
Micros Sys. Inc.	NCR Corp.	Postech Inc.	Post-Tron Sys.
Micros 473	NCR	Squirrel	Post-Tron Sys
473	2160		PSS 900
Y	Y	Y	Y
M		M	M
RT	RT		RT
Y	Y	Y	Y
1,000	255	300	99
(4) Y	Y	Y	N
Y	Y	Y	N
2,500	255	9,999	5,000
Y	Y	Y	Y
(4) 99	255	250	99
S	S	S	S
P	P	P	P
		O	
P	P		P
30-60 days	8 hrs.	indefinite	varies
N	N	varies	N
S		S	
R	R	R	R
D	D	D	D
Y	Y	Y	Y
Y	Y	Y	Y
Y	Y	Y	Y
500	500+	890	999
24	96	9	36
LED	CRT	CRT	LED
16	24	80	20
all	all	all	20
1	10	25	2
Sharp Electronics	Sharp Electronics	Sharp Electronics	Sharp Electronics
Sharp	Sharp Elec	Sharp Elec	Sharp Elec
ER-52BR	ER 3241	ER-4230	ER-4230
Y	Y	Y	Y
M	M	M	
RT		RT	
A-Y/P-N	N	A-Y/P-N	N
220	N/A	99	N/A
N	N	N	N
Y	N	N	Y
999	N/A	999	512
Y	Y	Y	Y
99	99	99	20
S	S	S	
P		P	
P	P		P
30 days	3 days	30 days	2 days
Y	N	Y	N
S	S	S	
D	D	D	D
Y	N	N	N
Y	Y	Y	Y

Y	Y	Y	N
9,999	1,365	999	372
48	24	48	24
LED	LED	LED	LED
16	11	27	14
16	0	16	6
2	1	1	1
Systems Dev.			
& Distribution	Tec America		
Systems Dev	Fine Dine Sys		
Argus	200		
Y	Y		
M	M		
RT	RT		
Y	Y		
(5) 250	300		
Y	Y		
mem. dep.	500		
Y	Y		
	300		
S	S		
P	P		
	4 hrs.		
	S		
R	R		
D	D		
Y	Y		
mem. dep.	500		
(6) 8	5		
CRT	CRT		
40	80		
all	all		
18	24		
Company		Casio Inc.	Comtrex Sys. Corp.
Product Name		Casio	Super Sprint
Model		TK4300	
The customer's display is:		flour tube	LED
With () characters per line		12	6
Of which () are alphanumeric		12	N/A
User programming Capabilities:			
Does the user have input into			
report formats? Y N			
Can the user change reports formats independently of the vendor? Y N			
Can the user program new reports independently of the vendor? Y N			
Back-up programs can be stored on:			
Cassette Tape			
Floppy Disk			F
Fixed Disk			FX
Back-up data can be stored on:			
Cassette/Streamer Tape			
Floppy Disk			F
Fixed Disk			FX
Managerial Consideragations:			
Training Mode? Y Y			
How is continuing ed. handled?			
Video cassette			
Newsletter			N
User's Manual Updates			U
Vendor Visits			V
Maintenance charge (% per yr.)			

Hardware	N/A	18
Software	N/A	\$500
Price:		
Terminal	\$1,999	\$3,995
Processor	NC	N/A
Cash Drawer	NC	230
Slip Printer	599	1,200
Receipt Printer	NC	1,200
Journal Printer	NC	1,200
Workstation Printer	899	1,200
Network Controller	1,099	N/A

Software:

Basic Software 499 N/A

Current software release Control Transaction Control Transaction CRS,
Esper Div. Datachecker Sys.

Express Plus 00	POS Express CTC-EXP	Esper 9711	DatacheckerCTC 10 2170
LED	LED	flour tube	LED
8	8	16	8
0	0	8	0
Y	Y	Y	N
Y	Y	N	N
		C	C
F			
FX	FX		C
F			
FX	FX		
Y	Y	Y	Y
N	N		
U	U	U	
V	V		V
10%	10%	dealer	\$175/yr.
NC	NC		
\$2,215	\$2,215	\$2,099	\$2,350
		N/A	NC
200	200	NC	NC
650	650	579	596
650	650	NC	NC
650	650	NC	LNC
400	400	1,299	1,395
N/A	N/A		
NC	NC	NC	NC
M5	M5		5.0
Fisher		Micros	

Restaurant Sys.	Hugin Sweda	Hugin Sweda	Sys. Inc.	Micros Sys. Inc.
Fisher R. Mgmt.	Check Trak		Micros 4700	Micros 473
SES	9801	2835/2845	4700	473
	LED	LED	LED	LED
	20	10	6	16
	20	10	all	all
Y	N	N	Y	Y
Y	N	N	Y	N
C		C	C	C
F	F	F	F	F
FX			FX	FX
C		C	C	C
F	F	F	F	F

FX			FX	FX
Y	Y	Y	Y	Y
N				
U	U	U	U	U
V			V	V
1%	8%	\$170	11%	11%
5-10%	9%	0	11%	NC
varies	\$3,695	\$1,895	\$2,000	\$3,695
varies	1,495	NC	PC	N/A
varies	NC	NC	190	190
varies	695	595	1,000	NC
varies	NC	NC	1,000	NC
varies	795	1,295	1,000	895
varies	1,495	NC	N/A	595
N/A	3,500	NC	3,000	NC
5.2c	2.0	2	3.0	473C

NCR Corp.	Postech Inc.	Post-Tron Sys.	Remanco Sys.	Sharp Electronics
NCR	Squirrel	Post-Tron Sys	Remanco	Sharp
2160		PSS 900	1800	ER-52BR
LCD	none	LED	LED	LED
10	N/A	20	16	16
0	N/A	20	all	16
Y	Y	Y	Y	Y
Y	N	N	Y	Y
Y	Y	N	Y	N
C	C	C		
	F	F	F	F
		FX	FX	
C	S			
	F	F	F	F
		FX	FX	
Y	N	Y	N	Y
V			V	
N	N	N	N	N
U	U	U	U	U
V	V	V	V	V
(23) --	12%	N/A		10%
	12%	N/A		
\$1,950	\$2,900	\$2,195		\$2,300
9,250	2,000	N/A		N/A
150	400	inc.		N/A
975	1,800	375		599
525	620	inc.		N/A
425	400	inc.		N/A
1,265	620	1,195		1,399
	NC	1,195		N/A
850	4,000	NC	NC	N/A
7.0	2.5	2.0	10	

Systems Dev.

Sharp Electronics	Sharp Electronics	Sharp Electronics	& Distribution
Sharp Elec.	Sharp Elec.	Sharp Elec.	Systems Dev.
ER 3241	ER-3300	ER-4230	Argus
LED	LED	LED	(7) none
7	27	8	N/A
0	16	0	N/A
N	Y	N	N

N	Y	N	Y
	F	C	F
		F	FX
	F	C	
	FX	F	F
N	N	Y	FX
		V	Y
N	N	N	N
U			U
	V	V	V
(10) \$140/yr.	10%	(13) \$175/yr.	10%
	N/A		
\$1,049	\$1,399	\$1,499	\$2,595
PC	N/A		9,020
219	230	219	250
529	549	529	1,200
	N/A		NC
	N/A		N/A
	899-1,399		
			250
1,000-2,000	N/A	2,000-3,000	NC
varies	N/A		6th version

Tec America Fine Dine Sys 200 LED 16 16 Y N N F F Y V N U V 9% \$1,795
4,800 200 1,385 810 595 810 N/A NC 2.1 SURVEY FOOTNOTES (1) Micros
4400--Two keyboards may be used simultaneously, expanding capacity to 256
keys. (2) NCR 2157--Hand-held terminals available for inventory. (3)
Postech Squirrel--Touchscreen has 1,827 touch-sensitive points. (4) Micros
473--Optional POS Management software (\$1,500) enables system to store menu
item recipes, raise limits of servers (899), etc. (5) Systems Dev. & Dist.
Argus--Not an absolute limit. May be expanded with additional memory. (6)
Systems Dev. & Dist. Argus--Contains WTD, MTD, M-F, etc. (7) Systems Dev. &
Dist. Argus--Soft copy: 24 cpl, 91 line max. (8) Fasfax Merchant 1000--Each
network may support up to 32 peripherals. The number of networks is
unlimited. (9) Norand 2301--Nonvolatile memory. (10) Sharp 3241--Within a
25-mile radius of the dealer. Maximum maintenance \$280/yr. for 150 or more
miles from dealer. (11) Sharp 4230--Heavily customized, software dependent
(Datasyn). (12) Sharp 4230--Two keyboards may be used simultaneously. (13)
Sharp 4230--Within a 25-mile radius of the dealer. Maximum maintenance
\$350/yr. for 150 or more miles from dealer. (14) NCR 2121--Capable of
working off 12-volt car battery. (15) NCR 2121--Firmware. User defined
program. (16) Micros 4400/4700--Redundant transaction file written to disk.
(17) Micros 4400--No charge with hardware maintenance contract. (18) NCR
2157--Maximum of 16 printers. (19) Sharp--All other vendor software. (20)
Remanco 1800--Four peripherals per station, with a 22-station maximum. (21)
NCR 2126--No charge for basic (limited) software. MANAGEMENT APPLICATIONS
Data gleaned from the ECR/POS system can greatly enhance menu engineering
and back office accounting procedures.

Capturing and tracking data via ECR/POS systems is only the beginning
of computerized control of food service operations. This wealth of
information must be sorted and massaged to produce pertinent and timely
reports to enhance decision making. This article concludes the discussion
of management applications begun in the July 20 issue.

MENU MANAGEMENT

While most computer-based restaurant management applications sort and
index data into timely, factual reports for management, menu management
applications help management answer such questions as:

- . What is the most profitable price
to assign a menu item?

- . At what price level and mix of sales does a foodservice operation maximize its profits?
- . Which current menu items require repricing, retention, replacement, or repositioning on the menu?
- . How should daily specials and new items be priced?
- . How can the success of a menu change be evaluated?

Menu engineering is a menu management application that takes a deterministic approach in evaluating decisions regarding current and future menu pricing, design, and contents. This application requires that management focus on the number of dollars that each menu item contributes to profit and simply monitor cost percentages.

Menu engineering begins with an interactive analysis of menu mix and contribution margin data. Competing menu items are categorized as either high or low. A menu item is categorized as high when its menu mix is greater than or equal to 70% of its equal menu share. When a menu item's menu mix is less than 70% of its equal menu share, it is categorized as low. The item's individual contribution margin is similarly compared to the menu's average contribution margin and categorized as either high or low.

Generally, menu engineering output is composed of five reports:

- . Menu items analysis;
- . Menu mix analysis;
- . Menu engineering summary;
- . Four-box analysis; and
- . Menu engineering graph.

A menu item analysis report is an item-by-item listing of menu items accompanied by selling price, portion cost, contribution margin, and item count (number sold). The primary purpose of this report is to provide the user with a means by which to verify the data that is to be analyzed. This can be particularly helpful as a check on data input when data has been manually entered into the application. A menu mix analysis contains an evaluation of each menu item's participation in the overall menu's performance. The percentage of menu mix is based upon each item's count divided by the total number of covers sold. Each percentage is then ranked as high or low depending upon its comparison with the menu engineering rule for menu mix sufficiency. Each item's contribution margin is then ranked according to how it compares with the menu's weighted average contribution margin. A menu classification for each item is determined by considering its menu mix group rank and contribution margin group rank together.

A menu engineering summary report is probably the most informative report produced by the menu engineering application. This analysis presents important information in capsule form to enable a concise statement of operations. Such output as total menu revenue, average item selling price, lowest selling price, highest selling price, total menu costs, average item food cost, lowest-cost item, and highest-cost item are all important variables.

The four-box analysis restates the menu classifications developed in the menu mix analysis report. Since menu engineering leads to a series of decision strategies specific to each menu classification, this report provides the user with insight relative to the number of items found in each category. This type of evaluation process begins with the four-box matrix and continues through the menu engineering graph.

The menu engineering graph is a useful means by which to evaluate decision strategies. Since it indicates each competing menu item's relative position to all others, the menu engineering graph is considered the most powerful report produced by a menu engineering application. The vertical axis of the graph positions menu mix and the horizontal axis positions

contribution margin. Each item is then graphed according to its contribution margin and menu mix coordinates. It is especially important to note that not all items in one classification possess the same characteristics. This technique, therefore, points out that a different menu engineering strategy may be appropriate for items even though they are similarly segmented.

BACK OFFICE ACCOUNTING

Restaurant management systems vary in the number of back office accounting applications they provide. The four major back office modules involve the fundamental accounting tasks within the areas of **account receivable**, **account payable**, payroll accounting, and financial reporting. Restaurant management applications address these same accounting tasks. Other modules warranting discussion are inventory, purchasing, budgeting, and fixed asset accounting.

ACCOUNTS RECEIVABLE. The term "accounts receivable" refers to obligations owed to the property from sales made on credit. An accounts receivable management application typically performs the following functions:

- . Maintains account balances;
- . Processes billings;
- . Monitors collection activities;
- . Generates aging of accounts receivable reports; and
- . Produces an audit report indicating all accounts receivable transactions.

Since restaurants maintain few house accounts and accept a limited number of travel and entertainment or bank credit cards, they generally process fewer accounts receivable transactions than other types of businesses. Therefore a restaurant management system may be used for creating and maintaining a relatively small customer master file. This file contains customer data and billing information.

Many accounts receivable applications maintain an accounts aging file, containing data that may be formatted into a variety of aging reports. An aging of accounts receivable schedule segments each account in the accounts aging file according to the date the charge originated.

An important security function carried out by some restaurant computer systems is an audit report indicating all accounts receivable transactions. An audit report usually charts each account by account code, account name, invoice number(s) and amount(s), and the types of transactions processed for a specified time period.

The term "accounts payable" refers to liabilities incurred for merchandise, equipment, or other goods and services that have been purchased on account. An accounts payable application maintains a vendor master file, an invoice register file, and a check register file, and performs the following functions:

- . Posts purveyor invoices;
- . Monitors vendor payment discount periods;
- . Determines amounts due;
- . Produces checks for payment;
- . Facilitates the reconciliation of cleared checks; and
- . Generates numerous management reports.

An important report produced by an accounts payable management application is the cash requirements report. This report lists all invoices selected for payment and the corresponding cash requirement totals.

When this management application is part of an overall back office accounting package, it maintains current payables records through on-line,

automatic posting of transactions to the financial reporting (or general ledger) management application. This process helps prevent duplicate entries of invoices and provides management with access to up-to-date information on invoices and vendors.

The labor-intensive nature of foodservice operations makes payroll accounting an important part of a restaurant computer package. This application streamlines recurrent payroll accounting tasks as it typically performs the following functions:

- . Maintains an employer master file;
- . Calculates gross and net pay for salaried and hourly employees;
- . Produces paychecks;
- . Prepares payroll tax registers and reports; and
- . Produces labor reports for use by management.

A payroll accounting application is generally able to handle the complexities involved in properly processing time and attendance records, unique employee benefits, pay rates, withholdings, deductions, and required payroll reports. In restaurant operations, a single employee may work at different tasks over a number of workshifts, each of which may call for a separate pay rate. Therefore, an automated payroll application must be flexible enough to meet all the demands placed on the system with a minimum of actual programming changes. It must be capable of handling job codes, employee meals, uniform credits, tips, taxes, and other data that may affect the net pay of employees.

TIME MANAGEMENT. Since labor amounts to approximately one third of all restaurant expenditures, management needs timely, accurate reports by which to monitor labor costs. In some properties, a computerized time-clock system or an electronic cash register records time-in and time-out for employees as they enter and leave the work area. Once this data has been transferred to the restaurant computer system, a payroll accounting application can produce a number of reports. The financial reporting application (also referred to as a general ledger application) is structured by the restaurant's chart of accounts, which lists financial statement accounts and their account numbers. The application maintains account balances, prepares trial balances, computes financial and operating ratios, and produces financial statements and reports for management's use.

Generally, the financial reporting application is capable of tracking accounts receivable, accounts payable, cash, and adjusting entries. However, in order to track these areas, the financial reporting application must have access to account balances maintained by other back office applications. With a fully integrated restaurant system, daily file updates ensure that the balances held are current.

From the point of view of restaurant managers, an inventory application is perhaps the most important part of a management system back office package. However, inventory applications tend to be the least uniform of all food-service software. They vary widely in terms of file capacity and algorithmic design. The usefulness of inventory reports produced by the system will depend on the details within file records and the correctness of the formulas programmed into the design.

The initial creation of an ingredient file and the subsequent file updates can be an overwhelming task. Also, if errors are made when initially entering data, all subsequent processing will be unreliable and system reports will be relatively worthless. In addition, applications that do not support integrated files can be extremely cumbersome because users must re-input data in order to run a particular program.

Some inventory applications provide file space for more than one ingredient designation, such as item file code number, inventory sequence

number, or internal customer code. The ability to work with additional designations can increase the efficiency of the inventory control system, such as enabling a user to print ingredients on an inventory worksheet according to the order in which they are shelved.

INTERFACING. Many ECR/POS systems are incapable of tracking the same item as it passes through the control points of receiving, storing/issuing, and production. The data maintained by the inventory files of a back office restaurant package must be specific to each of these control points because most ingredients are purchased, stored, and used in different quantities. Computerized inventory applications should enable users to specify tables for converting purchase units, issue units, and recipe units.

Another concern is how usage is charted by the inventory application--by unit, cost, or both unit and cost. A system that charts items by unit may be able to report changes in stock levels, but may not be able to provide financial data for food costing. On the other hand, a system that charts items primarily by product cost may not facilitate spot-checks of items in storage or maintain perpetual inventory data. THE PERRY RESTAURANTS

This six-unit operation tracks performance by comparing projected and actual costs.] "Some companies spend a lot of time inputting individual purchases," says Bill Whitby, controller for Perry Restaurant Group in Shelburne, VT. "We try instead to stay with the big picture."

This strategy has worked well for the firm, which operates six New England restaurants: three Sirloin Saloons, located in Shelburne, Rutland, and Manchester, VT, Sweetwaters and Perry's Fish House, Burlington, VT, and Dakota, Pittsfield, MA.

Perry developed customized management software that tracks projected food-cost dollars for each restaurant and compares those figures to the actual dollars spent.

"We know the theoretical cost, as well as the selling price for each dinner," explains Whitby. "We take the menu mix, and track the actual number sold each week. Then, based on the menu mix, we determine what the theoretical food-cost percentage should be. We compare this to the actual percentage, and if it is off by more than 0.5%, we sound the alarm."

The manager will check more detailed information on food costs in each product category, or examine individual invoices, if necessary. He will also turn a sharper eye on various aspects of the daily operation, to determine just where the variance is coming from.

The company also tracks product costs in major food categories and compares them to budgeted costs, as well as the previous year's actual costs.

Besides the firm's main computer at headquarters, Perry also recently installed personal computers at each unit to handle a variety of back-of-the-house functions on site.

Among the most important programs run on these PCs are monthly inventory masters used to track meat, chicken, and fish purchases. Each monthly master show the pounds of product received, as well as trimmings and waste. These should total out to the original delivered weights, points out Whitby.

Perry has a system that tracks labor costs as percentages of sales, compares them with past performance within each unit, and compares performance with the other restaurants. The labor report shows the total number of hours worked in each department weekly, and the wages paid. The amounts paid are also expressed as a percent of applicable sales.

All the restaurants are included on one report, so management can compare labor expense percentages in each department from one operation to another. The report also compares the figures to the amounts budgeted by the manager for each store, and to the previous year's numbers.

Among other information, the report also shows the labor costs in each department per customer served.

A general report helps the manager identify areas where labor costs may be out of line. Once he has identified a problem area, he can look at individual labor information to see where the extra hours and expense are coming from.

This, in turn, is not a solution but a management tool, points out Whitby. "Once the manager notices a problem," he explains, "he can then be on the lookout the following week to see exactly where the problem is occurring." If the dishwashing expense is out of line, and he finds out that more overtime is being worked in this department than is normal for the level of store sales, he can then pay close attention to the actual operations here, to discover why the extra hours are being worked.

The reports give managers a way to manage their own time more efficiently, by pointing out which areas of the operation need more direct attention, or which employees may need additional training. Computer reports can't take the place of a manager on the floor, notes Whitby. Perry's systems have been designed not to keep managers in their offices reading through mounds of data, but to give them as quick a way as possible to determine where in the operation their time can be spent most valuably.

THE KNOWLES FAMILY

Computerized time management translates into substantial savings for this family concern.] Computerized time management translates into substantial time and labor savings at the three New Jersey restaurants owned and operated by the Knowles family. In fact, Kurt Knowles, vice president of the family concern, projects that by year-end, the operations will integrate data from time-management systems and its ECRs into the company's mainframe computer.

Although the computerized time clock is a hefty investment (\$8,000 to \$10,000), Knowles anticipates a 12-month payback. "Besides, the ability to control our labor costs makes it worth the investment," insists Knowles. The three restaurants generate such large volumes that tightening time control and trimming labor costs has a positive impact on the bottom line. The Manor generates sales of over \$14 million; Highlawn Pavilion, \$4.5 million; and The Ram's Head Inn, \$4.5 million.

The manual time-card punch-in system formerly used at The Manor and Highlawn Pavilion restaurants in West Orange, NJ, was initially replaced with a first-generation computerized time clock. However, last spring, this system was replaced with a more sophisticated version.

"We are controlling overtime and encouraging punctuality thanks to this system," says Knowles. Considering that The Manor restaurant employs 350, Highlawn employs 60, and The Ram's Head Inn employs 150, controlling labor costs is crucial. "The schedule is programmed into the clock by each department head. If an employee punches in his identification number before he is scheduled, the system will not accept it. If an employee is late, the number will not be accepted and a manager must be called."

Managers also handle last-minute changes in schedules such as fill-ins for employees who are sick. "There are always last-minute changes, but these are easily accommodated by the system," explains Knowles.

Once an employee has logged in, the computerized time-management system issues a receipt that gives the employee proof of time worked. In addition, the receipt includes a running account of work hours accrued to date.

The system simplifies payroll. "Pay rates are programmed into the system," says Knowles. "The computer issues us an up-to-date payroll report. This daily labor report features a detailed break-out of labor costs. We are able to forecast our payroll costs much more accurately." As a result, Knowles anticipates taking over payroll internally rather than continuing to send it out.

Employees were initially skeptical about the system. "It took them some time to adjust to getting a receipt instead of punching a traditional time card. But, at a glance, they can see how much money they are earning,"

he notes.

An added benefit is that it makes managers more efficient, says Knowles. He notes that the elimination of mundane chores such as filling out time cards is a time savings for managers. And, incidental savings have also been realized since the restaurants do not need to purchase time cards.

Currently at The Manor, three departments' schedules and pay rates are programmed on one time clock. They are: dining room (which includes the waitstaff, bussers, and bartenders), back of the house (which includes the kitchen, bakery, and laundry staffs) and maintenance (which includes groundskeepers).

The system will also be handling banquets. "Banquets are more complicated due to frequent changes. We cannot program banquet schedules as far in advance as we schedule the dining room employees. As a result, we felt the department could use its own computerized clocks," explains Knowles. Knowles hopes that by the end of the year, the family's third restaurant, The Ram's Head Inn in Absecon, NJ, will also have a time-management system in place. At that time, information generated by all three systems will be integrated into a mainframe computer.

CAPTIONS: Computers (table)

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SPECIAL FEATURES: illustration; table

INDUSTRY CODES/NAMES: TRVL Travel and Hospitality

DESCRIPTORS: Point-of-sale systems--Directories; Restaurant industry--

Data processing; Restaurant management--Data processing

SIC CODES: 3578 Calculating and accounting equipment; 5812 Eating places

FILE SEGMENT: TI File 148

? b nftext

>>> 77 does not exist

>>> 233 does not exist

>>>2 of the specified files are not available

19may06 16:29:42 User264706 Session D149.2

\$4.63 0.858 DialUnits File15

\$3.30 2 Type(s) in Format 3

\$0.00 2 Type(s) in Format 8

\$3.30 4 Types

\$7.93 Estimated cost File15

\$9.26 1.714 DialUnits File16

\$3.10 2 Type(s) in Format 3

\$0.00 2 Type(s) in Format 8

\$3.10 4 Types

\$12.36 Estimated cost File16

\$12.43 2.301 DialUnits File148

\$3.10 2 Type(s) in Format 3

\$0.00 2 Type(s) in Format 8

\$7.10 2 Type(s) in Format 9

\$10.20 6 Types

\$22.63 Estimated cost File148

\$0.91 0.169 DialUnits File160

\$0.91 Estimated cost File160

\$2.30 0.426 DialUnits File275

\$2.30 Estimated cost File275

\$5.02 0.930 DialUnits File621

\$5.02 Estimated cost File621

\$1.00 0.185 DialUnits File268

\$1.00 Estimated cost File268

\$0.64 0.146 DialUnits File626

\$0.64 Estimated cost File626

\$0.41 0.412 DialUnits File608
 \$0.41 Estimated cost File608
 \$2.71 0.502 DialUnits File9
 \$2.71 Estimated cost File9
 \$4.46 4.462 DialUnits File20
 \$7.25 5 Type(s) in Format 3
 \$3.70 2 Type(s) in Format 5
 \$0.00 5 Type(s) in Format 8
 \$10.65 3 Type(s) in Format 9
 \$0.00 16 Type(s) in Format 95 (KWIC)
 \$21.60 31 Types
 \$26.06 Estimated cost File20
 \$0.52 0.093 DialUnits File623
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 \$1.25 0.222 DialUnits File624
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 \$4.01 0.742 DialUnits File636
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 \$0.33 0.328 DialUnits File813
 \$0.33 Estimated cost File813
 \$0.29 0.289 DialUnits File810
 \$0.29 Estimated cost File810
 \$0.56 0.560 DialUnits File610
 \$0.00 1 Type(s) in Format 95 (KWIC)
 \$0.00 1 Types
 \$0.56 Estimated cost File610
 \$0.26 0.257 DialUnits File476
 \$0.26 Estimated cost File476
 \$0.57 0.574 DialUnits File613
 \$0.57 Estimated cost File613
 \$0.16 0.162 DialUnits File634
 \$0.16 Estimated cost File634
 \$1.02 0.164 DialUnits File625
 \$1.02 Estimated cost File625
 OneSearch, 21 files, 15.495 DialUnits FileOS
 \$9.86 TELNET
 \$100.80 Estimated cost this search
 \$101.02 Estimated total session cost 15.709 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 2:INSPEC 1898-2006/May W1
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 File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Apr
 (c) 2006 The HW Wilson Co.
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
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***File 583: This file is no longer updating as of 12-13-2002.**

File 35:Dissertation Abs Online 1861-2006/Apr
 (c) 2006 ProQuest Info&Learning
 File 474:New York Times Abs 1969-2006/May 19
 (c) 2006 The New York Times
 File 475:Wall Street Journal Abs 1973-2006/May 19
 (c) 2006 The New York Times
 File 169:Insurance Periodicals 1984-1999/Nov 15
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***File 169: This file is closed (no longer updating).**

Set	Items	Description
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? s account	()	receivable
	467308	ACCOUNT
	1260	RECEIVABLE
S1	70	ACCOUNT () RECEIVABLE
? s balance or balancing		
	182575	BALANCE
	31894	BALANCING
S2	210822	BALANCE OR BALANCING
? s (customer or consumer or user or client)	()	(account) () (record or report or summary)
	91115	CUSTOMER
	221569	CONSUMER
	276809	USER
	60671	CLIENT
	467308	ACCOUNT
	162186	RECORD
	483237	REPORT
	155972	SUMMARY
S3	0	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (RECORD OR REPORT OR SUMMARY)
? s account	()	payable
	467308	ACCOUNT
	4574	PAYABLE
S4	15	ACCOUNT () PAYABLE
? s (bill or billing)	()	(data or file) () (process or processing)
	156347	BILL
	8136	BILLING
	2497573	DATA
	68008	FILE
	1332124	PROCESS
	1073268	PROCESSING
S5	4	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESSING)
? s (biller or (service()provider) or (processing () entity))		
	151	BILLER
	615934	SERVICE
	39571	PROVIDER
	13104	SERVICE(W) PROVIDER
	1073268	PROCESSING
	24838	ENTITY
	21	PROCESSING(W) ENTITY
S6	13276	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
?		
? s discrepancy	()	(record or report or summary)
	0	DISCREPNCY
	162186	RECORD
	483237	REPORT
	155972	SUMMARY
S7	0	DISCREPNCY () (RECORD OR REPORT OR SUMMARY)
? s discrepancy	()	(record or report or summary)
	32113	DISCREPANCY
	162186	RECORD
	483237	REPORT
	155972	SUMMARY
S8	5	DISCREPANCY () (RECORD OR REPORT OR SUMMARY)

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? show file; ds
File 2:INSPEC 1898-2006/May W1
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File 139:EconLit 1969-2006/May
(c) 2006 American Economic Association
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Set	Items	Description
S1	70	ACCOUNT () RECEIVABLE
S2	210822	BALANCE OR BALANCING
S3	0	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (- RECORD OR REPORT OR SUMMARY)
S4	15	ACCOUNT () PAYABLE
S5	4	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS- ING)
S6	13276	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
S7	0	DISCREPNCY () (RECORD OR REPORT OR SUMMARY)
S8	5	DISCREPANCY () (RECORD OR REPORT OR SUMMARY)

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? s s1 and s2
      70 S1
      210822 S2
      S9 2 S1 AND S2
? s s2 and s6
      210822 S2
      13276 S6
      S10 129 S2 AND S6
? s s10 and 1
      129 S10
      3983204 1
      S11 9 S10 AND 1
? s s10 and s1
      129 S10
      70 S1
      S12 0 S10 AND S1
? s s10 and s4
      129 S10
      15 S4
      S13 0 S10 AND S4
? s s10 and s8
      129 S10
      5 S8
      S14 0 S10 AND S8
? s s10 and (record or report or summary)
      129 S10
      162186 RECORD
      483237 REPORT
      155972 SUMMARY
```

S15 7 S10 AND (RECORD OR REPORT OR SUMMARY)
 ? s s15 and ((customer or consumer or user or client) () (account))
 7 S15
 91115 CUSTOMER
 221569 CONSUMER
 276809 USER
 60671 CLIENT
 467308 ACCOUNT
 236 (((CUSTOMER OR CONSUMER) OR USER) OR CLIENT) (W)ACCOUNT
 S16 0 S15 AND ((CUSTOMER OR CONSUMER OR USER OR CLIENT) ()
 (AACCOUNT))
 ? s s15 and (customer or consumer or user or client)
 7 S15
 91115 CUSTOMER
 221569 CONSUMER
 276809 USER
 60671 CLIENT
 S17 4 S15 AND (CUSTOMER OR CONSUMER OR USER OR CLIENT)
 ? t s17/medium,k/1-4

17/K/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

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09542922 INSPEC Abstract Number: B2005-10-6250-009

Title: Preventative maintenance: a proactive customer service

Author(s): Barker, W.O.; Lane, J.R.; Holbrook, D.P.; Vadrevu, N.R.; Padalino, L.T.

Author Affiliation: Remote Tech. Support & Preventative Maintenance Services, Lucent Worldwide services, Phoenix, AZ, USA

Journal: Bell Labs Technical Journal vol.9, no.4 p.187-200

Publisher: Lucent Technologies,

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CODEN: BLTJFD ISSN: 1089-7089

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Material Identity Number: F375-2005-001

Language: English

Subfile: B

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Title: Preventative maintenance: a proactive customer service

Abstract: Telecommunications service providers constantly struggle with the delicate **balance** of shrinking maintenance budgets and the erosion of their internal knowledge base. Focus on the...

Descriptors: **customer** services...

Identifiers: telecommunications **service provider** ; ...

... **report** diagnosis...

...proactive **customer** service

17/K/2 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

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08678368 INSPEC Abstract Number: C2003-08-6150J-002

Title: Pseudonymising Unix log files

Author(s): Flegel, U.

Author Affiliation: Dortmund Univ., Germany
Conference Title: Infrastructure Security. International Conference,
InfraSec 2002. Proceedings (Lecture Notes in Computer Science Vol.2437)
p.162-79

Editor(s): Davida, G.; Frankel, Y.; Rees, O.
Publisher: Springer-Verlag, Berlin, Germany
Publication Date: 2002 Country of Publication: Germany xi+337 pp.
ISBN: 3 540 44309 6 Material Identity Number: XX-2002-03315
Conference Title: Infrastructure Security. International Conference,
InfraSec 2002. Proceedings
Conference Date: 1-3 Oct. 2002 Conference Location: Bristol, UK
Language: English
Subfile: C
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Abstract: Unix systems in many cases **record** personal data in log files.
We present tools that help in practice to retrofit privacy...
...audit systems. Our tools are based on an approach to pseudonymising Unix
log files while **balancing** **user** requirements for anonymity and the
service **provider** 's requirements for accountability. By pseudonymising
identifying data in log files the association between the...

...Identifiers: **service** **provider** ;

17/K/3 (Item 3 from file: 2)
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08418865 INSPEC Abstract Number: B2002-11-6210L-246, C2002-11-7410F-044

Title: Trajectory engine: a backend for trajectory sampling
Author(s): Duffield, N.G.; Gerber, A.; Grossglauser, M.
Author Affiliation: AT&T Labs - Research, Florham Park, NJ, USA
Conference Title: NOMS 2002. IEEE/IFIP Network Operations and Management
Symposium. `Management Solutions for the New Communications World'(Cat.
No.02CH37327) p.437-50
Editor(s): Stadler, R.; Ulema, M.
Publisher: IEEE, Piscataway, NJ, USA
Publication Date: 2002 Country of Publication: USA xvii+1026 pp.
ISBN: 0 7803 7382 0 Material Identity Number: XX-2002-00399
U.S. Copyright Clearance Center Code: 0-7803-7382-0/02/\$17.00
Conference Title: Proceedings of NOMS 2002IEEE/IFIP Network Operations
and Management Symposium
Conference Date: 15-19 April 2002 Conference Location: Florence, Italy
Language: English
Subfile: B C
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...Abstract: of communication networks increasingly requires detailed
knowledge of network usage, acquired by direct measurement. We **report** on
the design and implementation of a backend system for trajectory sampling,
a method for...

... the entire system, and in particular the design choices that we took in
order to **balance** the scale of the system (due to large volumes of
measured data) with resource usage...

...of trajectory samples derived from configuration and usage data from the
network of a major **service** **provider** . We walk through several examples
that illustrate how a network operator might take advantage of...

...Descriptors: **user** interface management systems

17/K/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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08174668 INSPEC Abstract Number: C2002-03-0200-007

Title: Pervasive computing: business opportunity and challenges

Author(s): Freeland, M.; Mat-Amin, H.; Teangtrong, K.; Wannalertsri, W.; Wattanakasemsakul, U.

Author Affiliation: Dept. of Eng. & Technol. Manage., Portland State Univ., OR, USA

Conference Title: PICMET '01. Portland International Conference on Management of Engineering and Technology. Proceedings Vol.1: Book of Summaries (IEEE Cat. No.01CH37199) Part vol.1 p.85 vol.1

Editor(s): Kocaoglu, D.F.; Anderson, T.R.

Publisher: PICMET - Portland State Univ, Portland, OR, USA

Publication Date: 2001 Country of Publication: USA xlii+508 pp.

ISBN: 1 890843 06 7 Material Identity Number: XX-2001-02018

Conference Title: PICMET'01. Portland International Conference on Management of Engineering and Technology. Proceedings Vol-1: Book of Summaries

Conference Date: 29 July-2 Aug. 2001 Conference Location: Portland, OR, USA

Language: English

Subfile: C

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Abstract: **Summary** form only given. Pervasive computing, according to Ovum consulting firm is a vision of the...

...additional marketing channel to reach potential customers. To consumers, pervasive computing offers mobile banking, from **balance** inquiry to fund transfer, directory assistance and maps, instant information exchange, news update, smart appliances, and much more. Through pervasive computing, businesses can personalize their **customer** service and marketing. However, there are significant challenges that companies have to overcome before they...

... wireless network into existing wired network, limited bandwidth availability and data speed, data security, and **customer** acceptance from high-resolution image to LCD screen. Pervasive computing will be here, and when...

...Identifiers: **service provider** ; ...

... **customer** acceptance

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	129	S10
	9	S20
S21	0	S10 AND S20
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20/9/1 (Item 1 from file: 2)
 DIALOG(R)File 2:INSPEC
 (c) 2006 Institution of Electrical Engineers. All rts. reserv.
 06926276 INSPEC Abstract Number: C9807-1290F-041
Title: Autocorrelation analysis of some linear transfer function models and its applications in the dynamic process systems
 Author(s): Nien Fan Zhang
 Conference Title: Mathematics of Stochastic Manufacturing Systems.
 AMS-SIAM Summer Seminar in Applied Mathematics p.385-99

Editor(s): Yin, G.G.; Zhang, Q.
Publisher: American Math. Soc, Providence, RI, USA
Publication Date: 1997 Country of Publication: USA xi+399 pp.
ISBN: 0 8218 0755 2 Material Identity Number: XX96-01612
Conference Title: Proceedings of AMS/SIAM Seminar on Mathematics of Stochastic Manufacturing Systems
Conference Date: 17-22 June 1996 Conference Location: Williamsburg, VA, USA
Language: English Document Type: Conference Paper (PA)
Treatment: Theoretical (T)
Abstract: Data **reconciliation** and gross error detection methodologies have been developed to aid the purification of chemical process data. In Zhang and Pollard (1994), a methodology using input-output systems to describe mass balance models in a chemical process system was proposed, that yields insight into the autocorrelations of the process inputs, outputs, and material imbalance process. The input streams were assumed to be **AR** (1) processes. In this article, general results are established for the relationship among the inputs, outputs, and the imbalance process for the SISO system and the MIMO system when the input processes are weakly stationary. (7 Refs)
Subfile: C
Descriptors: chemical industry; correlation methods; MIMO systems; process control; production control; transfer functions
Identifiers: data **reconciliation** ; chemical process; autocorrelations; material imbalance process; SISO system; MIMO system; dynamic process systems; linear transfer function
Class Codes: C1290F (Systems theory applications in industry); C1340B (Multivariable control systems)
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20/9/2 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

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05184745 INSPEC Abstract Number: A9216-9125-002

Title: Pinning down the Brunhes/Matuyama and upper Jaramillo boundaries: a reconciliation of orbital and isotopic time scales

Author(s): Tauxe, T.; Deino, A.D.; Behrensmeyer, A.K.; Potts, R.

Author Affiliation: Scripps Inst. of Oceanogr., La Jolla, CA, USA

Journal: Earth and Planetary Science Letters vol.109, no.3-4 p. 561-72

Publication Date: April 1992 Country of Publication: Netherlands

CODEN: EPSLA2 ISSN: 0012-821X

U.S. Copyright Clearance Center Code: 0012-821X/92/\$05.00

Language: English Document Type: Journal Paper (JP)

Treatment: Experimental (X)

Abstract: Until recently, the temporal calibration of the Plio/Pleistocene portion of the geomagnetic reversal time scale (GRTS) was based exclusively on K- **Ar** isotopic ages of volcanic rocks. The most widely quoted date, 0.73 Ma, for the Brunhes/Matuyama boundary was derived in such a manner. However, variations in several of the orbital parameters of the Earth can be calculated for the last several million years and the climatic response approximated. Application of this 'astronomical technique' suggested an age of 0.78 Ma for the Brunhes/Matuyama boundary. The authors reconcile the two estimates for the age of the last reversal by presenting new magnetostratigraphic data tied to high-quality /sup 40/ **Ar** //sup 39/ **Ar** dates. The date for the upper Jaramillo boundary is 0.992+or-0.039 Ma. Furthermore, an age of 0.746+or-0.009 Ma was obtained

for sediments immediately overlying the Brunhes/Matuyama boundary. These data are consistent with the astronomical estimates of 0.78 Ma and 0.99 Ma for these boundaries. (32 Refs)

Subfile: A

Descriptors: climatology; Earth orbit; geochronology; geomagnetic variations; palaeomagnetism; radioactive dating

Identifiers: geomagnetic reversals ages; Pleistocene chronology; Milankovitch climate cycles; Pleistocene palaeoclimates; Earth orbital elements variations; orbital-isotopic timescales **reconciliation**; Olorgesailie Formation; temporal calibration; geomagnetic reversal time scale; volcanic rocks; Brunhes/Matuyama boundary; climatic response; astronomical technique; magnetostratigraphic data; high-quality ⁴⁰Ar/³⁹Ar dates; upper Jaramillo boundary; 992 kyr; 780 kyr; K-Ar isotopic ages; ¹⁸O climate record; ⁴⁰Ar-³⁹Ar ages

Class Codes: A9125L (Temporal variations and reversals); A9125N (Palaeomagnetism); A9135N (Geochronology); A9100 (Solid Earth physics); A9260S (Climatology); A9260Z (Palaeo-atmosphere)

Chemical Indexing:

O el (Elements - 1)

ArAr el - Ar el (Elements - 1)

KAr bin - Ar bin - K bin (Elements - 2)

Numerical Indexing: age 9.92E+05 yr; age 7.8E+05 yr

20/9/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

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03132573 INSPEC Abstract Number: A83106343

Title: Mechanism for the decay of ³P/₂ atoms in pure argon. Reconciliation of low pressure and high pressure values for the decay constant

Author(s): Manzanares, E.R.; Firestone, R.F.

Author Affiliation: Dept. of Chem., Ohio State Univ., Columbus, OH, USA

Journal: Journal of Chemical Physics vol.79, no.4 p.1678-83

Publication Date: 15 Aug. 1983 Country of Publication: USA

CODEN: JCPSA6 ISSN: 0021-9606

U.S. Copyright Clearance Center Code: 0021-9606/83/161678-06\$02.10

Language: English Document Type: Journal Paper (JP)

Treatment: Experimental (X)

Abstract: A new set of decay constant values for ³P/₂ in pure argon at 298K determined by means of single frequency CW laser probe spectrophotometry in the 100-700 Torr region is reported. An excimer forming mechanism initiated by a reversible termolecular step and carried forward by a sequence of reversible collisional relaxation stages with provision for radiative decay at each stage is proposed to account for the kinetic behavior of Paschen-1s atoms. It is demonstrated that this mechanism is quantitatively consistent with measured collisional decay constant values at pressures in the 0-22 and 100-700 Torr regions and that adherence of such values to form, $k_{3P2} = A P^{2/3} + B P$, is fortuitous and that the values of A and B have no mechanistic significance. It is similarly indicated that the nature of the probable decay mechanism precludes the possibility of recovering excited atom precursor decay constant values by analysis of excimer emission and absorption data without detailed numerical modeling. (22 Refs)

Subfile: A

Descriptors: argon; atomic fluorescence; excimers

Identifiers: decay mechanism; pure ³P/₂; 100 to 700 torr; single frequency CW laser probe spectrophotometry; excimer absorption; low

pressure; high pressure; decay constant; excimer forming mechanism;
reversible termolecular step; reversible collisional relaxation stages;
Paschen-1s atoms; excimer emission
Class Codes: A3250F (Fluorescence, phosphorescence)

20/9/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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0000586612 INSPEC Abstract Number: 1962A16569

Title: Rare-gas molecule-ion formation by mass spectrometry. Kinetics of
Ar SUB 2 SUP + , Ne SUB 2 SUP + and He SUB 2 formation by second-and
third-order processes

Author(s): Dahler, J.S.; Franklin, J.L.; Munson, M.S.B.; Field, F.H.

Journal: Journal of Chemical Physics 36 12 p.3332-3344

Publication Date: 15 June 1962 Country of Publication: USA

Language: English Document Type: Journal Paper (JP)

Abstract: The ions A SUB 2 SUP + , Ne SUB 2 , and He SUB 2 SUP + are formed in a mass spectrometer operated at high pressures (up to 300 mu) by the bimolecular excited atom reaction $R^* + R = R \text{ SUB } 2 \text{ SUP } + + e$, and A SUB 2 SUP + and Ne SUB 2 SUP + are formed by the termolecular ion-molecule reaction $R \text{ SUP } + + 2R = R \text{ SUB } 2 + R$. In helium, while He SUB 2 SUP + is formed by a third-order process, there is doubt that an ionic reaction is involved. Ratios of the rates (cross-sections) for excitation leading to R SUB 2 SUP + formation and ionization are found to be $5.5 \times 10 \text{ SUP } -2$, $1.0 \times 10 \text{ SUP } -2$, and $6.4 \times 10 \text{ SUP } -2$ for argon, neon, and helium. The measurements were made at nominal electron voltages (EV) of 15, 20 and 22V respectively, which correspond to maximum excitation. Values of $1.4 \times 10 \text{ SUP } -2$ and $.0.45 \times 10 \text{ SUP } -2$ were also obtained at EV= 70 V fir argon and neon. The experiments yield only the product of the bimolecular rate constant and the lifetime of the R* reactant atom ($k \text{ SUB } r \text{ T SUB } u$, and the values of this product obtained at EV = 15, 20, and 22 V are for argon, neon, and helium $3.6 \times 10 \text{ SUP } -16$, $11.6 \times 10 \text{ SUP } -16$, and $0.58 \times 10 \text{ SUP } -16 \text{ cc/molecule}$. At EV = 70 V values of $2.7 \times 10 \text{ SUP } -16$ and $1.1 \times 10 \text{ SUP } -16 \text{ cc/molecule}$ are obtained for argon and neon. Speculation are given concerning the magnitude of the lifetimes of R* , and it is concluded that values of about $10 \text{ SUP } -8 \text{ sec}$ must be considered as possible. The corresponding cross-sections for the reaction forming R SUB 2 SUP + lie in the range $1000\text{-}10000 \times 10 \text{ SUP } -16 \text{ cm SUP } 2$. The rate constants for the formation of A SUB 2 SUP + and Ne SUB 2 SUP + by the three-body process are, respectively, $2.1 \times 10, \text{ SUP } -28$ and $2.0 \times 10 \text{ SUP } -29 \text{ cc SUP } 2 / \text{molecule SUP } 2 \text{ sec}$. It is recognized that values as large as these are in disagreement with values inferred from pulsed-discharge ion-drift velocity experiments. A possible mode of **reconciliation** is suggested; namely, at sufficiently high pressures collisional decomposition of R SUB 2 SUP + ions formed by the termolecular process occur in the drift-velocity experiments.

Subfile: A

Descriptors: argon; helium; ions; mass spectrometer applications;
molecules; neon

Identifiers: argon; helium; ions; mass spectrometers -- applications;
molecules; neon

Class Codes: A3420 (Interatomic and intermolecular potentials and forces
)

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20/9/5 (Item 1 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs

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2287098 H.W. WILSON RECORD NUMBER: BAST00074911

Spectroscopy and photoinduced dynamics of ICN and its photoproducts in solid argon

Helbing, J; Chergui, M

The Journal of Physical Chemistry A v. 104 no45 (Nov. 16 2000) p. 10293-303

DOCUMENT TYPE: Feature Article ISSN: 1089-5639 LANGUAGE: English

RECORD STATUS: Corrected or revised record

ABSTRACT: The photochemistry of ICN isolated in **Ar** matrixes has been investigated using UV absorption and laser spectroscopy under a variety of experimental conditions. Laser excitation of the repulsive A continuum gives rise to long-lived near-infrared emission from stabilized I and CN fragments in the shallow excited I23I0IGPI12I0 potential and to the formation of the INC isomer. The latter is identified by its UV absorption band, which overlaps the ICN UV absorption. A photoinduced equilibrium is rapidly established between the two species under 250-nm irradiation, in line with the interpretation of previously published IR data (Samuni, U. et al. I3Chem. Phys. Lett.I0 1994, I3225I0, 391). This equilibrium can be shifted in favor of either species by the choice of irradiation wavelength. Permanent dissociation and the stabilization of CN fragments under UV irradiation is also reported, but the dissociation efficiency depends strongly on experimental conditions. This observation allows for the **reconciliation** of conflicting views in the literature on the photostability of ICN in solid argon. Reprinted by permission of the publisher. Reprinted by permission of the publisher.

DESCRIPTORS: Cyanogen iodide--Spectra; Photoisomerization--Kinetics; Ion recombination;

20/9/6 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

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06249600

IPS unveils financial software

MALAYSIA: IPS LAUNCHED NEW SOFTWARE PRODUCT

New Straits Times (XAS) 08 Jan 1996 Computimesp.26

Language: ENGLISH

Information Processing Service Sdn Bhd (IPS), a software developer in Malaysia, has launched its new product called IPAC distribution and financial package in Malaysia market. It features distribution modules such as customer's dues, sales analysis, purchase intent/order, sales order management and inventory control. Besides, it also features financial modules of cash book, bank **reconciliation**, account payable, **account receivable** and general ledger. The software was developed by IPS in Malaysia, using Oracle development tools. Meanwhile, it will introduce IPAC 2000 in March 1996.

COMPANY: ORACLE; IPAC; IPS; INFORMATION PROCESSING SERVICE

PRODUCT: Computer Services (7370);

EVENT: Product Design & Development (33);

COUNTRY: Malaysia (9MAO);

20/9/7 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01899231 ORDER NO: AADAA-IC808389

Intelligent approaches to modelling and interpreting disc brake squeal data

Author: Feraday, Simon Andrew

Degree: Ph.D.

Year: 2000

Corporate Source/Institution: University of Southampton (United Kingdom)
(5036)

Source: VOLUME 63/03-C OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 586

Descriptors: ENGINEERING, MECHANICAL

Descriptor Codes: 0548

Brake squeal is a complex and fugitive phenomenon which conventional methods of dynamic modelling struggle to predict accurately. This is due in part to the complex (and indeed changing) topology of the components involved, partly to the different conditions of braking encountered in practice and partly also to the innate difficulty of modelling a sliding friction interface.

'Black box', data based approaches are proposed here not necessarily as an alternative, but ideally for use alongside conventional (typically finite element) modelling techniques to help design braking systems with less propensity to squeal and thus reduce the considerable cost of warranty claims presently incurred by manufacturers.

A direct neurofuzzy modelling approach is first examined in which overall squeal performance is related to parameters representing the brake design. Some qualitative design guidelines for reducing squeal occurrence are obtained, however it is evident that in such a form the technique is limited to little more than this.

Consequently, a new method is developed which combines the 'black box' and dynamic modelling approaches, reconciling experimental data with mathematical models. This new 'parametric reconciliation' technique, besides predicting oscillatory frequencies and amplitudes also provides an element of understanding of an unknown system based purely on experimental data. Following detailed analysis the technique is validated using synthetic data before being applied to data from a brake test rig.

A number of other original contributions are presented in support of this work including the 'singular value entropy' algorithm for quantifying the degree of correlation between a set of input vectors. Likewise, the theoretical poles of least squares AR models of noisy signals are also studied in some detail in order to understand the system models produced in the latter part of the thesis.

20/9/8 (Item 2 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01397817 ORDER NO: AAD13-58573

THE GEOLOGY OF THE TUFF OF BRIDGE SPRING: SOUTHERN NEVADA AND NORTHWESTERN ARIZONA

Author: MORIKAWA, SHIRLEY ANN

Degree: M.S.

Year: 1994

Corporate Source/Institution: UNIVERSITY OF NEVADA, LAS VEGAS (0506)

Source: VOLUME 33/02 of MASTERS ABSTRACTS.
PAGE 493. 176 PAGES
Descriptors: GEOLOGY; GEOCHEMISTRY
Descriptor Codes: 0372; 0996

The Tuff of Bridge Spring (TBS) is a regionally-widespread, andesite to rhyolite (59.50 to 74.91 wt. %) ash-flow tuff of mid-Miocene age (ca. 15.2 Ma) that is exposed in the northern Colorado River extensional corridor of southern Nevada and northwestern Arizona. Determination of the areal distribution, geochronology, lithology, geochemistry, and internal stratigraphy of the TBS is important for its establishment as a reliable stratigraphic reference horizon for tectonic reconstructions of the extensional corridor during the middle Miocene. Based on reoccurring patterns of major and trace element variation, the TBS is divided into constant Cr/variable SiO_2 and variable Cr/variable SiO_2 chemical members. **Reconciliation** of chemical member assignments and regional stratigraphic relationships allows the division of the TBS into three stratigraphic members. The regionally-extensive nature of a Zr/Ti vs. Ba chemical horizon in the TBS suggests that its chemical signature is magmatic in origin.

The presence of linear isotopic arrays of Nd/Rb/Pb plots, regionally-consistent geochemical trends, and disequilibrium textures in feldspars in the TBS suggests it was formed by magma mixing processes which involved the injection of mafic magma into a normally-zoned felsic magma chamber. The Nd/Rb/Pb isotopic signature of the Tuff of Bridge Spring suggests that the TBS may be cogenetic with either the Aztec Wash pluton, Nevada or the Mt. Perkins pluton, Arizona. Comparison of the isotopic signatures of the TBS with tuffs collected from Salt Spring Wash, Arizona, and the Lucy Gray Range, Nevada suggests that these tuffs are not cogenetic with the TBS. Incremental release $^{40}\text{Ar}/^{39}\text{Ar}$ analysis of the tuff of Dolan Springs (16.09 \pm 0.15 Ma) suggests it was derived from a different source than the TBS.

20/9/9 (Item 3 from file: 35)
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1077256 ORDER NO: AAD89-22426

CLARIFYING THE MEANING OF RORSCHACH INDICES OF ADJUSTMENT WITH HIGH ABILITY ADOLESCENT FEMALES

Author: HOULIHAN, THOMAS AUGUSTINE
Degree: PH.D.
Year: 1989
Corporate Source/Institution: UNIVERSITY OF VIRGINIA (0246)
Source: VOLUME 50/06-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 2625. 131 PAGES
Descriptors: PSYCHOLOGY, CLINICAL
Descriptor Codes: 0622

Rorschach literature on high ability youngsters indicated both superior adjustment and serious maladjustment. The development of empirically-defensible Rorschach methods may assist in clarifying the meaning of Rorschach indices with high ability youngsters. High ability females are especially at-risk for adjustment problems because their achievement interests conflict with social expectations to pursue non-achievement goals.

This study focused on three major questions. First, did high ability adolescent females' scores on Rorschach indices indicate maladjustment

relative to peer group norms? Second, did their Rorschach scores correlate with criterion scores for healthy adjustment using the California Psychological Inventory (CPI)? Third, could combinations of CPI subscales significantly predict specific Rorschach indices?

Subjects were 32 females between 13 and 15 years of age, with a mean Wechsler full scale IQ of 126.5. All were identified as gifted by their schools and 15 were enrolled in early college entrance programs. Interrater reliabilities for 10 Rorschach indices (sum M--interpersonal capacities, OB--object relations, X+%--reality testing, WSS--disordered thinking, AR--adaptive regression, CF+C--emotional reactivity, FC--emotional control, Adj D--stress tolerance, EB--response style, eb--internal stressors) ranged from .81 to .98. A confirmatory factor analysis supported the use of 3 previously identified factors to summarize CPI results (Nichols & Schnell, 1963).

Subjects differed from Exner's (1982) norms on superior interpersonal relatedness (sum M), greater disordered thinking (WSS), and poorer reality contact (X+%). Contradictory to conventional interpretations, higher scores on WSS and lower scores on X+% were correlated with healthy emotional adjustment on the CPI. Regression analyses using a split-sample replication approach failed to identify CPI subscale combinations that predicted Rorschach indices.

Rorschach and CPI scores of high ability adolescent females indicated superior social adjustment and age-appropriate emotional adjustment. They suggested possible **reconciliation** of earlier contradictory research findings by demonstrating that scores on disordered thinking indices are associated with healthy adjustment and may reflect imaginative rather than pathological thinking.

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S9	2	S1 AND S2

S10 129 S2 AND S6
 S11 9 S10 AND 1
 S12 0 S10 AND S1
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 S14 0 S10 AND S8
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 \$1.71 0.511 DialUnits File583
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 \$4.01 Estimated cost File583
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 \$8.56 Estimated cost File35
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 \$0.35 0.156 DialUnits File169
 \$0.35 Estimated cost File169
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 \$61.56 Estimated cost this search
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File 349:PCT FULLTEXT 1979-2006/UB=20060518,UT=20060511

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***File 349: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.**

File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)

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	205703	ACCOUNT
	12023	RECEIVABLE
	144	ACCOUNT (W) RECEIVABLE
S2	154692	(AR OR (ACCOUNT () RECEIVABLE))
? s balance or balancing		
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	39613	BALANCING
S3	266906	BALANCE OR BALANCING
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	2203220	REPORT
	799240	SUMMARY
S4	65	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (RECORD OR REPORT OR SUMMARY)
? s account () payable		
	205703	ACCOUNT
	1977	PAYABLE
S5	54	ACCOUNT () PAYABLE
? s (bill or billing) () (data or file) () (process or processing)		
Processing		
	17747	BILL
	18167	BILLING
	1453385	DATA
	160618	FILE
	1590355	PROCESS
	2006410	PROCESSING
S6	17	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESSING)
? s (biller or (service()provider) or (processing () entity))		
	560	BILLER
	309421	SERVICE
	50558	PROVIDER
	29039	SERVICE (W) PROVIDER
	2006410	PROCESSING
	55076	ENTITY
	414	PROCESSING (W) ENTITY
S7	29816	(BILLER OR (SERVICE () PROVIDER) OR (PROCESSING () ENTITY))
?		
? s (reconciliation or reconcile or discrepancy) () (record or report or summary)		
	2013	RECONCILIATION
	2794	RECONCILE
	12288	DISCREPANCY
	163356	RECORD
	2203220	REPORT

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799240 SUMMARY
S8      117 (RECONCILIATION OR RECONCILE OR DISCREPANCY) () (RECORD
OR REPORT OR SUMMARY)
? show file; ds
File 348:EUROPEAN PATENTS 1978-2006/ 200619
(c) 2006 European Patent Office
File 349:PCT FULLTEXT 1979-2006/UB=20060518,UT=20060511
(c) 2006 WIPO/Univentio
File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)
(c) 2006 JPO & JAPIO

Set      Items  Description
S1        144  ACCOUNT () RECEIVABLE
S2       154692 (AR OR (ACCOUNT () RECEIVABLE))
S3       266906 BALANCE OR BALANCING
S4         65  (CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (-
RECORD OR REPORT OR SUMMARY)

S5         54  ACCOUNT () PAYABLE
S6         17  (BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS-
ING)
S7       29816 (BILLER OR (SERVICE()PROVIDER) OR (PROCESSING () ENTITY))
S8        117 (RECONCILIATION OR RECONCILE OR DISCREPANCY) () (RECORD OR
REPORT OR SUMMARY)
? s s1 and s2
      144  S1
     154692 S2
      S9    144 S1 AND S2
? a s9 and s3
>>>Unrecognizable Command
? s s9 and s3
      144  S9
     266906 S3
      S10   81  S9 AND S3
? s s10 and s7
      81  S10
     29816 S7
      S11   40  S10 AND S7
? s s11 and s8
      40  S11
     117  S8
      S12    3  S11 AND S8
? t s12/ti,pn/1-3

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12/TI,PN/1 (Item 1 from file: 349)
DIALOG(R)File 349:(c) 2006 WIPO/Univentio. All rts. reserv.

**INTEGRATED INVOICE SOLUTION
SOLUTION DE FACTURATION INTREGREE**

Patent and Priority Information (Country, Number, Date):
Patent: WO 200348899 A2-A3 20030612 (WO 0348899)

12/TI,PN/2 (Item 2 from file: 349)
DIALOG(R)File 349:(c) 2006 WIPO/Univentio. All rts. reserv.

**METHOD AND APPARATUS FOR MANAGING REMITTANCE PROCESSING WITHIN ACCOUNT
RECEIVABLES
PROCEDE ET APPAREIL DE GESTION DU TRAITEMENT DES VERSEMENTS DES COMPTES**

DEBITEURS

Patent and Priority Information (Country, Number, Date):

Patent: WO 200184388 A2 20011108 (WO 0184388)

12/TI,PN/3 (Item 3 from file: 349)

DIALOG(R)File 349:(c) 2006 WIPO/Univentio. All rts. reserv.

DATA PROCESSING SYSTEM FOR FACILITATING MERCHANDISE TRANSACTIONS

SYSTEME DE TRAITEMENT DE DONNEES FACILITANT LES TRANSACTIONS DE MARCHANDISES

Patent and Priority Information (Country, Number, Date):

Patent: WO 200129733 A2-A3 20010426 (WO 0129733)

? show file;ds

File 348:EUROPEAN PATENTS 1978-2006/ 200619

(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20060518,UT=20060511

(c) 2006 WIPO/Univentio

File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)

(c) 2006 JPO & JAPIO

Set	Items	Description
S1	144	ACCOUNT () RECEIVABLE
S2	154692	(AR OR (ACCOUNT () RECEIVABLE))
S3	266906	BALANCE OR BALANCING
S4	65	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (- RECORD OR REPORT OR SUMMARY)
S5	54	ACCOUNT () PAYABLE
S6	17	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS- ING)
S7	29816	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
S8	117	(RECONCILIATION OR RECONCILE OR DISCREPANCY) () (RECORD OR REPORT OR SUMMARY)
S9	144	S1 AND S2
S10	81	S9 AND S3
S11	40	S10 AND S7
S12	3	S11 AND S8
? s s11 and s4		
	40	S11
	65	S4
S13	0	S11 AND S4
? s s11 and s5		
	40	S11
	54	S5
S14	4	S11 AND S5
? s s11 and s6		
	40	S11
	17	S6
S15	1	S11 AND S6
? t s15/free		
>>>"FREE" is not a valid format name in file(s): 347-349		
? t s15/medium		

15/3/1 (Item 1 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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01357270 **Image available**

CONSISTENT SET OF INTERFACES DERIVED FROM A BUSINESS OBJECT MODEL

ENSEMBLE COHERENT D'INTERFACES DERIVEES D'UN MODELE D'OBJET COMMERCIAL

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200638924 A2 20060413 (WO 0638924)
Application: WO 2005US21481 20050617 (PCT/WO US2005021481)
Priority Application: US 2004581252 20040618; US 2004582949 20040625; US
2005656598 20050225; US 2005669310 20050407; US 2005145464 20050603; WO
2005US19961 20050603

Designated States:

(All protection types applied unless otherwise stated - for applications
2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KM KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NG NI NO NZ OM PG PH PL
PT RO RU SC SD SE SG SK SL SM SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU
ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LT LU MC NL PL
PT RO SE SI SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): none

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 343308

English Abstract

Methods and systems consistent with the present invention provide a data processing system having a business object model reflecting the data used during a business transaction. Consistent interfaces are generated from the business object model. These interfaces are suitable for use across industries, across businesses, and across different departments within a business during a business transaction.

French Abstract

La presente invention a trait a des procedes et des systeme fournissant un systeme de traitement de donnees comprenant un modele d'objet commercial correspondant aux donnees utilisees lors d'une transaction commerciale. Des interfaces coherentes sont generees a partir du modele d'objet commercial. Ces interfaces sont aptes a etre utilisees dans des industries, dans des entreprises et dans divers departements au sein d'une entreprise lors d'une transaction commerciale.

Legal Status (Type, Date, Text)

Publication 20060413 A2 Without international search report and to be
republished upon receipt of that report.

? show files;ds

File 348:EUROPEAN PATENTS 1978-2006/ 200619

(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20060518,UT=20060511

(c) 2006 WIPO/Univentio
File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)
(c) 2006 JPO & JAPIO

Set	Items	Description
S1	144	ACCOUNT () RECEIVABLE
S2	154692	(AR OR (ACCOUNT () RECEIVABLE))
S3	266906	BALANCE OR BALANCING
S4	65	(CUSTOMER OR CONSUMER OR USER OR CLIENT) () (ACCOUNT) () (- RECORD OR REPORT OR SUMMARY)
S5	54	ACCOUNT () PAYABLE
S6	17	(BILL OR BILLING) () (DATA OR FILE) () (PROCESS OR PROCESS- ING)
S7	29816	(BILLER OR (SERVICE() PROVIDER) OR (PROCESSING () ENTITY))
S8	117	(RECONCILIATION OR RECONCILE OR DISCREPANCY) () (RECORD OR REPORT OR SUMMARY)
S9	144	S1 AND S2
S10	81	S9 AND S3
S11	40	S10 AND S7
S12	3	S11 AND S8
S13	0	S11 AND S4
S14	4	S11 AND S5
S15	1	S11 AND S6

? t s14/medium

14/3/1 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01259613 **Image available**

METHOD AND SYSTEM FOR PROCESSING TRANSACTIONS
PROCEDE ET SYSTEME POUR TRAITER DES TRANSACTIONS

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200565346 A2 20050721 (WO 0565346)
Application: WO 2004US43825 20041230 (PCT/WO US04043825)
Priority Application: US 2003533816 20031230

Designated States:

(All protection types applied unless otherwise stated - for applications 2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LT LU MC NL PL
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(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 19151

English Abstract

A system and method is provided for processing transactions between at least one buying company and at least one selling company which results in the creation of a new collaborative data set. In one embodiment, the method comprises providing a central datastore accessible to users from the buying company and users from the selling company. Purchase order and invoice data are obtained and compared via a computer, to identify a matched record having purchase order data and corresponding invoice data. A collaborative data set in the central datastore is created, based in part on the matched record and storing in the datastore detailed settlement data regarding settlement of the matched record of purchase order data and corresponding invoice data. The method stores a complete settlement transaction history by providing for storage of additional settlement data in the central datastore, wherein credit memos, debit memos regarding the invoice, the purchase order of the matched record, and/or other documents related to the transaction are stored as part of the collaborative data set.

French Abstract

L'invention concerne un systeme et un procede pour traiter des transactions entre au moins une societe acheteuse et au moins une societe vendeuse, d'ou la creation d'un nouvel ensemble de donnees collaboratives. Dans un mode de realisation, le procede consiste a fournir une memoire de donnees centrale accessible aux utilisateurs de la societe acheteuse et aux utilisateurs de la societe vendeuse. Des donnees relatives a un ordre d'achat et a la facturation sont obtenues et comparees au moyen d'un ordinateur, afin d'identifier un enregistrement couple comportant des donnees concernant un ordre d'achat et la facturation correspondante. Un ensemble de donnees collaboratives dans la memoire de donnees centrale est cree, base en partie sur l'enregistrement couple et stockant dans la memoire de donnees centrale des informations detaillees concernant le paiement d'un enregistrement couple comportant des donnees d'ordres d'achat et des donnees de facturations correspondantes. Selon ce procede, un historique complet de reglements est stocke par memorisation de donnees de reglements additionnelles dans la memoire de donnees centrale, des notes de service de credits et de debits concernant la facturation, l'ordre d'achat d'un enregistrement couple et/ou d'autres documents relatifs a la transaction etant stockes dans l'ensemble de donnees collaboratives.

Legal Status (Type, Date, Text)

Publication 20050721 A2 Without international search report and to be

republished upon receipt of that report.

? t sl4/medium/1-4

14/3/1 (Item 1 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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01259613 **Image available**

METHOD AND SYSTEM FOR PROCESSING TRANSACTIONS

PROCEDE ET SYSTEME POUR TRAITER DES TRANSACTIONS

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200565346 A2 20050721 (WO 0565346)
Application: WO 2004US43825 20041230 (PCT/WO US04043825)
Priority Application: US 2003533816 20031230

Designated States:

(All protection types applied unless otherwise stated - for applications
2004+)

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DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
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(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 19151

English Abstract

A system and method is provided for processing transactions between at
least one buying company and at least one selling company which results
in the creation of a new collaborative data set. In one embodiment, the

method comprises providing a central datastore accessible to users from the buying company and users from the selling company. Purchase order and invoice data are obtained and compared via a computer, to identify a matched record having purchase order data and corresponding invoice data. A collaborative data set in the central datastore is created, based in part on the matched record and storing in the datastore detailed settlement data regarding settlement of the matched record of purchase order data and corresponding invoice data. The method stores a complete settlement transaction history by providing for storage of additional settlement data in the central datastore, wherein credit memos, debit memos regarding the invoice, the purchase order of the matched record, and/or other documents related to the transaction are stored as part of the collaborative data set.

French Abstract

L'invention concerne un systeme et un procede pour traiter des transactions entre au moins une societe acheteuse et au moins une societe vendeuse, d'ou la creation d'un nouvel ensemble de donnees collaboratives. Dans un mode de realisation, le procede consiste a fournir une memoire de donnees centrale accessible aux utilisateurs de la societe acheteuse et aux utilisateurs de la societe vendeuse. Des donnees relatives a un ordre d'achat et a la facturation sont obtenues et comparees au moyen d'un ordinateur, afin d'identifier un enregistrement couple comportant des donnees concernant un ordre d'achat et la facturation correspondante. Un ensemble de donnees collaboratives dans la memoire de donnees centrale est cree, base en partie sur l'enregistrement couple et stockant dans la memoire de donnees centrale des informations detaillees concernant le paiement d'un enregistrement couple comportant des donnees d'ordres d'achat et des donnees de facturations correspondantes. Selon ce procede, un historique complet de reglements est stocke par memorisation de donnees de reglements additionnelles dans la memoire de donnees centrale, des notes de service de credits et de debits concernant la facturation, l'ordre d'achat d'un enregistrement couple et/ou d'autres documents relatifs a la transaction etant stockes dans l'ensemble de donnees collaboratives.

Legal Status (Type, Date, Text)

Publication 20050721 A2 Without international search report and to be republished upon receipt of that report.

14/3/2 (Item 2 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00829950 **Image available**

METHOD AND SYSTEM TO BROKER A SERVICE ACCESS TRANSACTION

PROCEDE ET SYSTEME PERMETTANT D'EFFECTUER UNE TRANSACTION D'ACCES AU SERVICE

Patent Applicant/Assignee:

IPASS INC, 3800 Bridge Parkway, Redwood City, CA 94065, US, US

(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

FARHAT Jay, 797 Pitcairn Drive, Foster City, CA 94404, US, US (Residence), US (Nationality), (Designated only for: US)

ROZENFELD Alla, 407 Emerald Avenue, San Carlos, CA 94070, US, US

(Residence), US (Nationality), (Designated only for: US)

SUNDER Singam, 539 Isaac Court, San Jose, CA 95136, US, US (Residence),

IN (Nationality), (Designated only for: US)

EDGETT Jeff, 151 S. Bernardo #24, Sunnyvale, CA 94086, US, US (Residence)
, US (Nationality), (Designated only for: US)
VU Can, 4547 Mackinaw Street, Union City, CA 94587, US, US (Residence),
US (Nationality), (Designated only for: US)

Legal Representative:

MALLIE Michael J (et al) (agent), Blakely, Sokoloff, Taylor & Zafman LLP,
7th floor, 12400 Wilshire Boulevard, Los Angeles, CA 90025, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200163531 A1 20010830 (WO 0163531)
Application: WO 2001US5724 20010223 (PCT/WO US0105724)
Priority Application: US 2000185180 20000225; US 2001792358 20010221

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): G06F-017/60

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 13414

English Abstract

A method of brokering a service access transaction includes facilitating service access via a customer (36), via a first **service provider** of a plurality of service providers (32). A transaction record is automatically created to record the service access at a first data source (e.g., a transaction server) (48). The transaction record is automatically communicated from a data source to a settlement system to settle a service access transaction. At the settlement system, a sell rate and a buy rate are automatically determined for the service access transaction reflected in the transaction record. The sell rate is the rate charged for the service access by an access broker (34) and is determined utilizing a customer and/or a location identifier for a customer recorded in the transaction record. The buy rate is the rate at which the access broker purchases service access for re-sale to customers (64).

French Abstract

L'invention concerne un procede permettant d'effectuer une transaction d'accès au service consistant a faciliter l'accès au service via un client (36) et via un premier fournisseur de service parmi une pluralite de fournisseurs (32). Un enregistrement des transactions est automatiquement cree pour enregistrer l'accès a une premiere source de donnees (un serveur de transaction (48), par exemple). Cet enregistrement est automatiquement transfere d'une source de donnees a un systeme de liquidation destine a liquider la transaction de d'accès au service. Des tarifs de vente et d'achat sont automatiquement determines au niveau du systeme de liquidation pour la transaction d'accès au service se trouvant dans l'enregistrement de transaction. Le tarif de vente correspond au tarif debite pour l'accès au service par un courtier d'accès (34) et est

determine a l'aide d'un identificateur de client et/ou d'emplacement pour un client enregistre dans l'enregistrement de transaction. Le tarif d'achat est celui auquel le courtier d'accès achete l'accès au service pour le revendre aux clients (64).

Legal Status (Type, Date, Text)

Publication 20010830 A1 With international search report.

Examination 20011213 Request for preliminary examination prior to end of 19th month from priority date

14/3/3 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00829949 **Image available**

A METHOD AND SYSTEM TO FACILITATE FINANCIAL SETTLEMENT OF SERVICE ACCESS BETWEEN MULTIPLE PARTIES

PROCEDE ET SYSTEME POUR FACILITER LE REGLEMENT FINANCIER DE L'ACCES AUX SERVICES ENTRE DIFFERENTES PARTIES

Patent Applicant/Assignee:

IPASS INC, 3800 Bridge Parkway, Redwood City, CA 94065, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

FARHAT Jay, 797 Pitcairn Drive, Foster City, CA 94404, US, US (Residence)
, US (Nationality), (Designated only for: US)

ROZENFELD Alla, 407 Emerald Avenue, San Carlos, CA 94070, US, US

(Residence), US (Nationality), (Designated only for: US)

SUNDER Singam, 539 Isaac Court, San Jose, CA 95136, US, US (Residence),
IN (Nationality), (Designated only for: US)

EDGETT Jeff, 151 S. Bernardo #24, Sunnyvale, CA 94086, US, US (Residence)
, US (Nationality), (Designated only for: US)

VU Can, 4547 Mackinaw Street, Union City, CA 94587, US, US (Residence),
US (Nationality), (Designated only for: US)

Legal Representative:

MALLIE Michael J (et al) (agent), Blakely, Sokoloff, Taylor & Zafman LLP,
7th Floor, 12400 Wilshire Boulevard, Los Angeles, CA 90025, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200163530 A1 20010830 (WO 0163530)

Application: WO 2001US5723 20010223 (PCT/WO US0105723)

Priority Application: US 2000185180 20000225; US 2001791239 20010221

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): G06F-017/60

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 12611

English Abstract

A method to facilitate the financial settlement of service access transactions between multiple parties commences with the automatic collection of data concerning multiple transactions from respective service providers (32) (e.g., ISPs). The multiple transactions are between the multiple service providers (32) and multiple service customers (36). Respective transaction values are automatically determined for each of the multiple transactions. **Account payable** balances are automatically updated for the multiple service providers (32), and **account receivable** balances are automatically updated for the service customers (36) based on the respective transaction values for each of the multiple transactions.

French Abstract

La presente invention concerne procede destine a faciliter le reglement financier des transactions d'accès aux services entre différentes parties. A cet effet, on commence par recueillir automatiquement des données concernant les différentes transactions auprès des différents fournisseurs de services (32) et notamment les fournisseurs de services Internet. Les différentes transactions concernées sont celles qui interviennent entre les différents fournisseurs de services (32) et les différents clients des services (36). On évalue automatiquement pour la totalité des transactions les valeurs de transaction correspondantes. Les soldes créditeurs sont automatiquement mis à jour pour les différents fournisseurs de services (32), et les soldes débiteurs sont automatiquement mis à jour pour les différents clients des services (36), et ce, sur la base des différentes valeurs de transaction pour la totalité des transactions.

Legal Status (Type, Date, Text)

Publication 20010830 A1 With international search report.

Examination 20011115 Request for preliminary examination prior to end of 19th month from priority date

14/3/4 (Item 4 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00753798 **Image available**

ANONYMOUS ON-LINE PAYMENT SYSTEM AND METHOD

SYSTEME ET PROCEDE DE PAYEMENT ANONYME EN LIGNE

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

GARRETT Arthur S (et al) (agent), Finnegan, Henderson, Farabow, Garrett &
Dunner, L.L.P., 1300 I Street N.W., Washington, DC 20005-3315, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200067178 A2 20001109 (WO 0067178)

Application: WO 2000US11854 20000503 (PCT/WO US0011854)

Priority Application: US 99132385 19990504

Designated States:

(Protection type is "patent" unless otherwise stated - for applications

prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT
TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): G06F-017/60

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 11581

English Abstract

French Abstract

Legal Status (Type, Date, Text)

Publication 20001109 A2 Without international search report and to be
republished upon receipt of that report.

Examination 20010222 Request for preliminary examination prior to end of
19th month from priority date

Declaration 20020919 Late publication under Article 17.2a

Republication 20020919 A2 With declaration under Article 17(2)(a); without
abstract; title not checked by the International
Searching Authority.

26/9/5 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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09721290 SUPPLIER NUMBER: 19746894 (THIS IS THE FULL TEXT)
Source Services Corp. Opens New Accountant Source Temps Office in Salt Lake City.

Business Wire, p9120052

Sep 12, 1997

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 470 LINE COUNT: 00045

TEXT:

DALLAS--(BUSINESS WIRE)--Sept. 12, 1997--Source Services Corp.(R) (Nasdaq:SRSV), one of the nation's leading full-service specialty staffing firms, has recently opened a new Accountant Source Temps(R) office in Salt Lake City.

The new division, which specializes in temporary accounting and financial staffing, is located at 505 E. 200 South St., Suite 300.

Other Source Services divisions in Salt Lake City include Source Finance(R), which provides accounting and financial professionals in full-time positions; Source Edp(R), which provides information technology (IT) professionals in full-time positions; and Source Consulting(R), which offers IT consultants for short- or long-term assignments.

"After completing an analysis of the local marketplace, we realized that there was a real need for the type of high caliber service which Source provides," said Rik Yerzik, Managing Director of the local office. "We believe Salt Lake City provides an excellent niche for our temporary accounting and financial staffing services, ranging from bookkeepers and **account receivable / account payable** clerks to tax specialists and controllers."

Heading up the new Accountant Source Temps division is Madeline Rees, Product Sales Manager, who oversees a full-time staff of four recruiting and sales professionals. Prior to joining Source, Rees operated her own recruiting firm in Salt Lake City.

"Economic growth, unprecedented low unemployment rates and leaner staffing trends have combined to create a high demand for flexible staffing in this market particularly in the areas of accounting and finance," said Rees. "Our strength at Source is in our ability to meet these challenges through hiring highly experienced industry professionals to be a part of our staff. We then invest in them through continual training and education. Utilizing the most sophisticated computer technology available, we have created a vast database of candidates and clients.

"Source's 'culture' can be characterized as progressive, innovative and high tech," Rees continued. "What this means to professional job seekers is that Source Services is ahead of the pack in providing up-to-the-minute information in terms of career development. Our client companies can expect immediate staffing results, facilitated through high-level consulting, with the emphasis on uncompromised commitment to quality".

Source Services Corp., headquartered in Dallas, provides staffing and consulting services in the information technology (IT), accounting and finance, engineering, legal, manufacturing, and healthcare disciplines. Founded in 1962 as a pioneer in IT staffing, Source provides services in 52 markets throughout the United States and one in Canada. Source is a publicly traded company on NASDAQ under the symbol "SRSV." For more information on Source Services, visit the Source Web site at www.experienceondemand.com.

CONTACT: Carroll Communications
Melanie Carroll, 940/321-5502
mcarrcomm@aol.com

or
Source Services Corp.
Debra Decker, 972/455-1735
deckerd@sourcesvc.com
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COMPANY NAMES: Source Services Corp. (Dallas, Texas)--Location
INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of
business
DESCRIPTORS: Employment agencies--Location
PRODUCT/INDUSTRY NAMES: 7362024 (Accounting Office Temporaries)
SIC CODES: 7363 Help supply services
TICKER SYMBOLS: SRSV
FILE SEGMENT: NW File 649

26/9/6 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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03686606 SUPPLIER NUMBER: 06583368 (THIS IS THE FULL TEXT)
Full service. (includes 2 related articles) (ECR-POS Hardware Survey, part 2) (buyers guide)
Kasavana, Michel; Casper, Carol; Brennan, Denise M.
Restaurant Business, v87, n12, p173(11)
Aug 10, 1988
DOCUMENT TYPE: buyers guide ISSN: 0097-8043 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 4655 LINE COUNT: 00695

TEXT:

ECR/POS HARDWARE SURVEY

PART II. FULL SERVICE The second part of RB's comparative study of ECR/POS systems deals with hardware that is applicable to full-service restaurants. The beginning portions of this survey are similar to the quick-service systems survey in that they relate to system configuration, peripherals, and system characteristics considerations. However, differences arise in the application software sections and throughout the sections dealing with guest check specifications.

Charts.....Page 174

Applications.....Page 176 Case History:

Perry Restaurants.....Page 180 Case History: Knowles

Family.....Page 184

Company	Casio Inc.	Contrex Sys. Corp.
Product Name	Casio	Super Sprint
Model	TK4300	
System Classification	SA/MS	SA/MS/PB
Date of Introduction	3/88	4/88
Date of First Installation	3/88	4/88
Number Sold	N/A	N/A
Sales Network	Dealers	Reps/Dlrs
System Configuration:	Is the processor part of one of the terminals?	

Y Y

Can terminals be read (polled) remotely over telephone lines? Y Y

Can terminals be programmed over telephone lines? Y Y

Can terminals be read from a remote terminal? Y Y

How many cash drawers can be connected to one terminal? 4 2

Can the system interface with a microcomputer? Y Y

Can the system interface to a restaurant accounting system? Y Y

Can the system interface to a credit card strip reader? N Y

Peripherals:

Workstation Monitors	8	
Workstation Printers	8	
Automatic Change Makers	1	1
Expediter Monitors	8	64
Expediter Printers	8	32
Total peripherals	5	96

System Characteristics:

Keyboard:

# of keys on keyboard	130	120
# of programmable keys	all	all
Max. # of presets per menu	120	mem. dep.
Max. # of PLU numbers	5,000	mem. dep.

How many levels can the keys be programmed to accommodate? 3 99

The keyboard is available:

Raised	R	
Micromotion	M	M

Hand-held terminals available? N N
 Are touch screen terminals available? N N
 Control Transaction Control Transaction CRS, Esper Div. Datachecker

Sys.

Express plus	POS Express	Esper	Datachecker
CTC 1000	CTC-EXP	9711	2170
PB	PB	MS	SA
10/74	1/85	6/87	7/85
4/75	1/85	6/87	7/85
1,800	500	1,000	6,000
Reps/Dlrs	Reps/Dlrs	Dealers	Reps/Dlrs
N	N	Y	Y
Y	Y	Y	Y
2	2	4	2
Y	Y	Y	Y
Y	Y	N	Y
Y	Y	N	N
32	5	Ftr	0
32	5	6	32
32	5	0	0
0	0	Ftr	0
32	5	6	8
32	5	20	32
378	378	128	117
all	all	96	all
378	378	100	99
1,400	1,400	5,000+	999
240	240	3	3
R	R		
		M	M
N	N	N	N
Fisher		Micros	

Restaurant Sys. Hugin Sweda Hugin Sweda Sys. Inc. Micros Sys. Inc.

Fisher R. Mgmt.	Check Trak		Micros 4700	Micros 473
SES	9801	2835/2845	4700	473
PB	PB	MS/PB	MB	MS
11/86	10/86	1/86	11/85	1980
11/86	10/86	2/86	1986	1980
150	N/A	4,500+	1,200	18,000
Reps/Dlrs	Reps/Dlrs	Reps/Dlrs	Reps/Dlrs	Reps/Dlrs
Y	N	Y	N	Y
Y	Y	Y	Y	Y
Y	N	Y	Y	Y
Y	Y	Y	Y	Y
Y	Y	Y	N	Y
1	4	2	2	2
Y	Y	Y	Y	Y
Y	N	N	Y	Y
31	0	0	17	16
31	7	16	34	16
0	0	16	Ftr	16
0	0	8	0	7
16	7	8	15	7
109	16	32	66	72
128	147	165	(1) 256	128
66	147	165	all	113
66	99	126	256	99
32,000	10,000	460	5,000	1,128
2	4	3	64	8
R	R	2845-R	R	R

	M	2835-M	M	M
N	N	N	N	N
NCR Corp.	Postech Inc.	Post-Tron Sys.	Remanco Sys.	Sharp Electronics
NCR	Squirrel	Post-Tron Sys	Remanco	Sharp
2160		PSS 900	1800	ER-52BR
PB	MB	SA/MS	MB	SA/MS/PB
1978	1985	3/88	1980	8/87
1978	1985	4/88	1981	9/87
45,000	330	400+	3,000	300+
Reps	Reps/Dlrs	Reps/Dlrs	Reps/Dlrs	Reps/Dlrs
N	N	Y	N	Y
Y	Y	Y	Y	Y
2	1	2	1	4
Y	Y	Y	Y	Y
Y	Ftr	Y	Ftr	N
15	0		22	15
2/term	25	24	22	1
2/term	Ftr	0	0	1
10	0	8	0	1
10	25	8	15	9
15	50	24	(20) 88	15
119	(3) N/A	140	150	156
108	N/A	140	120	156
90	N/A	200	120	156
10,000+	N/A	5,000	1,400	9,999
mem. dep.	N/A	6	8	4
	N/A			R
M	N/A	M	M	M
N	N	N	Y	N
N	Y	N	N	N

Electronics	Sharp Electronics	Sharp Electronics	&	Systems Dev.	Sharp
Distribution	Tec America				
Sharp Elec	Sharp Elec	Sharp Elec		Systems Dev	Fi
ne Dine Sys					
ER-3241	ER-3300	ER-4230		Argus	20
0					
SA/MB	MS/PB	SA/MB		PB	PB
12/84	12/87	1/83		1985	11
/85					
1/85	1/88			1/85	9/
85					
8,000+	600+	11,000+		300+	85
0+					
Reps/Dlrs	Reps/Dlrs	Dealers		Reps/Dlrs	Re
ps/Dlrs					
Y	Y	N		N	N
N	Y	Y		Y	Y
N	Y	Y		Y	Y

N	Y	Y	Y	Y
Y	Y	Y	Y	Y
4	4	4	4	2
Y	Y	Y	Y	Y
Y	Y	Y	Y	Y
N	N	N	N	Y
15	15	2	16	24
1	1	2/term	16	24
1	N/A	1/term	0	24
1	1	2	16	0
9	9	1/term	16	24
15	15	(1) varies	32	24
67 4	160	(12) 62	120	12
51 4	158	35	100	12
30 400	120	all	1,200+	1,
350 400	999	512	64,000	1,
3	3	1	99	5
R A		R	R	N/
A	M			N/
N	N	N	N	N
N	N	N	N	N

Company t Name	Casio	Casio Inc. Super	Comtrex Sys. Corp.	Produc
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Model

TK4300

Can menu changes be made by user?

Y

Y

If so, they can be made from:

Microcomputer

M

M

Remote Terminal

RT

RT

Can the system handle time and
attendance - payroll?

Y

Y

How many employees can it trakt?

999

500

Can the system store menu

item recipes? N Y

Can the sytem convert purchase units to issue units to recipe units?

N Y

Can the system keep a perpetual inventory? Y Y
 How many different inventory items can be tracked? 5,000 1,000
 Is the system capable of server activity reporting? Y Y
 How many server ID numbers can be assigned on the system? 99 1,000
 Security Options Available:
 Server ID S S
 Password P
 Magnetic/Optical Card
 Physical Key P P
 Without power, the system can:
 retain data for (time period) 30 days indefinite
 remain operational (Y/N) Y N
 Guest Checks are printed:
 Simultaneously S S
 Retained R R
 Delayed D D
 Does the system link multiple cks.? Y Y
 Are guest check previous bal. automatically stored? Y Y
 Does the system have an automatic slip feed capability? Y Y
 How many open checks can be in the system at one time? 500 mem. dep.
 How many dayparts can the system handle? 99 96
 The operator's display is: flour tube
 With () characters per line 24 40
 Of which () are alphanumeric 24 all
 Number of lines 1 12
 Control Transaction Control Transaction CRS, Esper Div. Datachecker

Sys.

Express plus	POS Express	Esper	Datachecker
CTC 1000	CTC-EXP	9711	2170
Y	Y	Y	Y
M	M		
RT	RT	RT	RT
Y	Y	N	N
512	512	N/A	N/A
Y	Y	N	N
Y	Y	Y	N
9,99+	9,999+	5,000+	N/A
Y	Y	Y	Y
512	512	99	99
S	S	S	S
MC	MC		
			P
indefinite	indefinite	90 days	30 days
		N	0
S	S	S	S
R	R		
D	D	D	D
N	N	Y	Y
Y	Y	Y	Y
1,000	1,000	9,999	512
12	12	24	24
CRT	CRT	flour tube	LED
40	40	16	6
all	all	8	0
20	20	1	1
Fisher Restaurant Sys.	Hugin Sweda	Hugin Sweda	Micros Sys. Inc.
Fisher R. Mgmt.	Check Trak		Micros 4700
SES	9801	2835/2845	4700
Y	Y	Y	Y

M		M		M
RT			RT	RT
Y		Y	N	Y
32,000		1,000	varies	1,000
Y		N	N	Y
Y		Y	N	Y
32,000		10,000	0	5,000+
Y		Y	Y	Y
999		1,000	varies	1,000
S		S	S	S
P		P	P	
M				M
1 hr.		P	P	
1 hr		N/A	1 yr.	(16) no limit
S		Y	Y	Y
R		S	S	Y
		R		R
Y		D	D	D
N		Y	Y	Y
999		Y	Y	Y
5		2,500	programmable	1,000
CRT		60	48	255
80		LED	LED	CRT
80		20	10	80
24		20	10	all
		1	2	25
Micros Sys. Inc.	NCR Corp.	Postech Inc.	Post-Tron Sys.	Remanco Sys.
Micros 473	NCR	Squirrel	Post-Tron Sys	Remanco
473	2160		PSS 900	1800
Y	Y	Y	Y	Y
M		M	M	M
RT	RT		RT	RT
Y	Y	Y	N	Y
1,000	255	300	99	254
(4) Y	Y	Y	N	Y
Y	Y	Y	N	Y
2,500	255	9,999	5,000	2,500
Y	Y	Y	Y	Y
(4) 99	255	250	99	
S	S	S	S	S
P	P	P	P	P
		O		
P	P		P	P
30-60 days	8 hrs.	indefinite	varies	indefiniteN
N	N	varies		N
S		S	S	
R	R	R	R	R
D	D	D	D	
Y	Y	Y	Y	Y
Y	Y	Y	Y	
Y	Y	Y	Y	Y
500	500+	890	999	350
24	96	9	36	20
LED	CRT	CRT	LED	LED
16	24	80	20	16
all	all	all	20	all
1	10	25	2	1
Sharp Electronics	Sharp Electronics	Sharp Electronics	Sharp Electronics	Sharp
Sharp	Sharp Elec		Sharp Elec	Sharp Elec

ER-52BR	ER 3241	ER-4230	ER-4230
Y	Y	Y	Y
M	M	M	
RT		RT	
A-Y/P-N	N	A-Y/P-N	N
220	N/A	99	N/A
N	N	N	N
Y	N	N	Y
999	N/A	999	512
Y	Y	Y	Y
99	99	99	20
S	S	S	
P		P	
P	P		P
30 days	3 days	30 days	2 days
Y	N	Y	N
S	S	S	
D	D	D	D
Y	N	N	N
Y	Y	Y	Y
Y	Y	Y	N
9,999	1,365	999	372
48	24	48	24
LED	LED	LED	LED
16	11	27	14
16	0	16	6
2	1	1	1
Systems Dev.			
& Distribution	Tec America		
Systems Dev	Fine Dine Sys		
Argus	200		
Y	Y		
M	M		
RT	RT		
Y	Y		
(5) 250	300		
Y	Y		
mem. dep.	500		
Y	Y		
	300		
S	S		
P	P		
	4 hrs.		
	S		
R	R		
D	D		
Y	Y		
mem. dep.	500		
(6) 8	5		
CRT	CRT		
40	80		
all	all		
18	24		
Company		Casio Inc.	Comtrex Sys. Corp.
Product Name		Casio	Super Sprint
Model		TK4300	
The customer's display is:		flour tube	LED
With () characters per line		12	6
Of which () are alphanumeric		12	N/A
User programming Capabilities:			
Does the user have input into			

report formats? Y N
 Can the user change reports formats independently of the vendor? Y N
 Can the user program new reports independently of the vendor? Y N
 Back-up programs can be stored on:

Cassette Tape
 Floppy Disk F
 Fixed Disk FX

Back-up data can be stored on:

Cassette/Streamer Tape
 Floppy Disk F
 Fixed Disk FX

Managerial Considerations:

Training Mode? Y Y

How is continuing ed. handled?

Video cassette
 Newsletter N
 User's Manual Updates U
 Vendor Visits V

Maintenance charge (% per yr.)

Hardware N/A 1%
 Software N/A \$500

Price:

Terminal \$1,999 \$3,995
 Processor NC N/A
 Cash Drawer NC 230
 Slip Printer 599 1,200
 Receipt Printer NC 1,200
 Journal Printer NC 1,200
 Workstation Printer 899 1,200
 Network Controller 1,099 N/A

Software:

Basic Software 499 N/A

Current software release Control Transaction Control Transaction CRS,
 Esper Div. Datachecker Sys.

Express Plus 00	POS Express CTC-EXP	Esper 9711	DatacheckerCTC 10 2170
LED	LED	flour tube	LED
8	8	16	8
0	0	8	0
Y	Y	Y	N
Y	Y	N	N
F		C	C
FX	FX		C
F			
FX	FX		
Y	Y	Y	Y
N	N		
U	U	U	
V	V		V
10%	10%	dealer	\$175/yr.
NC	NC		
\$2,215	\$2,215	\$2,099	\$2,350
		N/A	NC
200	200	NC	NC
650	650	579	596
650	650	NC	NC
650	650	NC	LNC
400	400	1,299	1,395

Micros

NCR Corp.	Postech Inc.	Post-Tron Sys.	Remanco Sys.	Sharp Electronics
NCR	Squirrel	Post-Tron Sys	Remanco	Sharp
2160		PSS 900	1800	ER-52BR
LCD	none	LED	LED	LED
10	N/A	20	16	16
0	N/A	20	all	16
Y	Y	Y	Y	Y
Y	N	N	Y	Y
Y	Y	N	Y	N
C	C	C		
	F	F	F	F
		FX	FX	
C	S			
	F	F	F	F
		FX	FX	
Y	N	Y	N	Y
V			V	
N	N	N	N	N
U	U	U	U	U
V	V	V	V	V
(23) --	12%	N/A		10%
	12%	N/A		
\$1,950	\$2,900	\$2,195		\$2,300
9,250	2,000	N/A		N/A
150	400	inc.		N/A
975	1,800	375		599

525	620	inc.		N/A
425	400	inc.		N/A
1,265	620	1,195		1,399
	NC	1,195		N/A
850	4,000	NC	NC	N/A
7.0	2.5	2.0	10	

Systems Dev.

Sharp Electronics	Sharp Electronics	Sharp Electronics	& Distribution
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Sharp Elec.	Sharp Elec.	Sharp Elec.	Systems Dev.
ER 3241	ER-3300	ER-4230	Argus
LED	LED	LED	(7) none
7	27	8	N/A
0	16	0	N/A
N	Y	N	N
N	Y	N	Y
	F	F	F
			FX
	F	C	F
	FX	F	FX
N	N	Y	Y
		V	
N	N	N	N
U			U
	V	V	V
(10) \$140/yr.	10%	(13) \$175/yr.	10%
	N/A		
\$1,049	\$1,399	\$1,499	\$2,595
PC	N/A		9,020
219	230	219	250
529	549	529	1,200
	N/A		NC
	N/A		N/A
	899-1,399		
			250
1,000-2,000	N/A	2,000-3,000	NC
varies	N/A		6th version

Tec America Fine Dine Sys 200 LED 16 16 Y N N F F Y V N U V 9% \$1,795
 4,800 200 1,385 810 595 810 N/A NC 2.1 SURVEY FOOTNOTES (1) Micros
 4400--Two keyboards may be used simultaneously, expanding capacity to 256
 keys. (2) NCR 2157--Hand-held terminals available for inventory. (3)
 Postech Squirrel--Touchscreen has 1,827 touch-sensitive points. (4) Micros
 473--Optional POS Management software (\$1,500) enables system to store menu
 item recipes, raise limits of servers (899), etc. (5) Systems Dev. & Dist.
 Argus--Not an absolute limit. May be expanded with additional memory. (6)
 Systems Dev. & Dist. Argus--Contains WTD, MTD, M-F, etc. (7) Systems Dev. &
 Dist. Argus--Soft copy: 24 cpl, 91 line max. (8) Fasfax Merchant 1000--Each
 network may support up to 32 peripherals. The number of networks is
 unlimited. (9) Norand 2301--Nonvolatile memory. (10) Sharp 3241--Within a
 25-mile radius of the dealer. Maximum maintenance \$280/yr. for 150 or more
 miles from dealer. (11) Sharp 4230--Heavily customized, software dependent
 (Datasyn). (12) Sharp 4230--Two keyboards may be used simultaneously. (13)
 Sharp 4230--Within a 25-mile radius of the dealer. Maximum maintenance
 \$350/yr. for 150 or more miles from dealer. (14) NCR 2121--Capable of
 working off 12-volt car battery. (15) NCR 2121--Firmware. User defined
 program. (16) Micros 4400/4700--Redundant transaction file written to disk.
 (17) Micros 4400--No charge with hardware maintenance contract. (18) NCR

2157--Maximum of 16 printers. (19) Sharp--All other vendor software. (20) Remanco 1800--Four peripherals per station, with a 22-station maximum. (21) NCR 2126--No charge for basic (limited) software. MANAGEMENT APPLICATIONS Data gleaned from the ECR/POS system can greatly enhance menu engineering and back office accounting procedures.

Capturing and tracking data via ECR/POS systems is only the beginning of computerized control of food service operations. This wealth of information must be sorted and massaged to produce pertinent and timely reports to enhance decision making. This article concludes the discussion of management applications begun in the July 20 issue.

MENU MANAGEMENT

While most computer-based restaurant management applications sort and index data into timely, factual reports for management, menu management applications help management answer such questions as:

- . What is the most profitable price to assign a menu item?
- . At what price level and mix of sales does a foodservice operation maximize its profits?
- . Which current menu items require repricing, retention, replacement, or repositioning on the menu?
- . How should daily specials and new items be priced?
- . How can the success of a menu change be evaluated?

Menu engineering is a menu management application that takes a deterministic approach in evaluating decisions regarding current and future menu pricing, design, and contents. This application requires that management focus on the number of dollars that each menu item contributes to profit and simply monitor cost percentages.

Menu engineering begins with an interactive analysis of menu mix and contribution margin data. Competing menu items are categorized as either high or low. A menu item is categorized as high when its menu mix is greater than or equal to 70% of its equal menu share. When a menu item's menu mix is less than 70% of its equal menu share, it is categorized as low. The item's individual contribution margin is similarly compared to the menu's average contribution margin and categorized as either high or low.

Generally, menu engineering output is composed of five reports:

- . Menu items analysis;
- . Menu mix analysis;
- . Menu engineering summary;
- . Four-box analysis; and
- . Menu engineering graph.

A menu item analysis report is an item-by-item listing of menu items accompanied by selling price, portion cost, contribution margin, and item count (number sold). The primary purpose of this report is to provide the user with a means by which to verify the data that is to be analyzed. This can be particularly helpful as a check on data input when data has been manually entered into the application. A menu mix analysis contains an evaluation of each menu item's participation in the overall menu's performance. The percentage of menu mix is based upon each item's count divided by the total number of covers sold. Each percentage is then ranked as high or low depending upon its comparison with the menu engineering rule for menu mix sufficiency. Each item's contribution margin is then ranked according to how it compares with the menu's weighted average contribution margin. A menu classification for each item is determined by considering its menu mix group rank and contribution margin group rank together.

A menu engineering summary report is probably the most informative report produced by the menu engineering application. This analysis presents important information in capsule form to enable a concise statement of

operations. Such output as total menu revenue, average item selling price, lowest selling price, highest selling price, total menu costs, average item food cost, lowest-cost item, and highest-cost item are all important variables.

The four-box analysis restates the menu classifications developed in the menu mix analysis report. Since menu engineering leads to a series of decision strategies specific to each menu classification, this report provides the user with insight relative to the number of items found in each category. This type of evaluation process begins with the four-box matrix and continues through the menu engineering graph.

The menu engineering graph is a useful means by which to evaluate decision strategies. Since it indicates each competing menu item's relative position to all others, the menu engineering graph is considered the most powerful report produced by a menu engineering application. The vertical axis of the graph positions menu mix and the horizontal axis positions contribution margin. Each item is then graphed according to its contribution margin and menu mix coordinates. It is especially important to note that not all items in one classification possess the same characteristics. This technique, therefore, points out that a different menu engineering strategy may be appropriate for items even though they are similarly segmented.

BACK OFFICE ACCOUNTING

Restaurant management systems vary in the number of back office accounting applications they provide. The four major back office modules involve the fundamental accounting tasks within the areas of **account receivable**, **account payable**, payroll accounting, and financial reporting. Restaurant management applications address these same accounting tasks. Other modules warranting discussion are inventory, purchasing, budgeting, and fixed asset accounting.

ACCOUNTS RECEIVABLE. The term "accounts receivable" refers to obligations owed to the property from sales made on credit. An accounts receivable management application typically performs the following functions:

- . Maintains account balances;
- . Processes billings;
- . Monitors collection activities;
- . Generates aging of accounts receivable reports; and
- . Produces an audit report indicating all accounts receivable transactions.

Since restaurants maintain few house accounts and accept a limited number of travel and entertainment or bank credit cards, they generally process fewer accounts receivable transactions than other types of businesses. Therefore a restaurant management system may be used for creating and maintaining a relatively small customer master file. This file contains customer data and billing information.

Many accounts receivable applications maintain an accounts aging file, containing data that may be formatted into a variety of aging reports. An aging of accounts receivable schedule segments each account in the accounts aging file according to the date the charge originated.

An important security function carried out by some restaurant computer systems is an audit report indicating all accounts receivable transactions. An audit report usually charts each account by account code, account name, invoice number(s) and amount(s), and the types of transactions processed for a specified time period.

The term "accounts payable" refers to liabilities incurred for merchandise, equipment, or other goods and services that have been purchased on account. An accounts payable application maintains a vendor master file, an invoice register file, and a check register file, and performs the following functions:

- . Posts purveyor invoices;

- . Monitors vendor payment discount periods;
- . Determines amounts due;
- . Produces checks for payment;
- . Facilitates the reconciliation of cleared checks; and
- . Generates numerous management reports.

An important report produced by an accounts payable management application is the cash requirements report. This report lists all invoices selected for payment and the corresponding cash requirement totals.

When this management application is part of an overall back office accounting package, it maintains current payables records through on-line, automatic posting of transactions to the financial reporting (or general ledger) management application. This process helps prevent duplicate entries of invoices and provides management with access to up-to-date information on invoices and vendors.

The labor-intensive nature of foodservice operations makes payroll accounting an important part of a restaurant computer package. This application streamlines recurrent payroll accounting tasks as it typically performs the following functions:

- . Maintains an employer master file;
- . Calculates gross and net pay for salaried and hourly employees;
- . Produces paychecks;
- . Prepares payroll tax registers and reports; and
- . Produces labor reports for use by management.

A payroll accounting application is generally able to handle the complexities involved in properly processing time and attendance records, unique employee benefits, pay rates, withholdings, deductions, and required payroll reports. In restaurant operations, a single employee may work at different tasks over a number of workshifts, each of which may call for a separate pay rate. Therefore, an automated payroll application must be flexible enough to meet all the demands placed on the system with a minimum of actual programming changes. It must be capable of handling job codes, employee meals, uniform credits, tips, taxes, and other data that may affect the net pay of employees.

TIME MANAGEMENT. Since labor amounts to approximately one third of all restaurant expenditures, management needs timely, accurate reports by which to monitor labor costs. In some properties, a computerized time-clock system or an electronic cash register records time-in and time-out for employees as they enter and leave the work area. Once this data has been transferred to the restaurant computer system, a payroll accounting application can produce a number of reports. The financial reporting application (also referred to as a general ledger application) is structured by the restaurant's chart of accounts, which lists financial statement accounts and their account numbers. The application maintains account balances, prepares trial balances, computes financial and operating ratios, and produces financial statements and reports for management's use.

Generally, the financial reporting application is capable of tracking accounts receivable, accounts payable, cash, and adjusting entries. However, in order to track these areas, the financial reporting application must have access to account balances maintained by other back office applications. With a fully integrated restaurant system, daily file updates ensure that the balances held are current.

From the point of view of restaurant managers, an inventory application is perhaps the most important part of a management system back office package. However, inventory applications tend to be the least

uniform of all food-service software. They vary widely in terms of file capacity and algorithmic design. The usefulness of inventory reports produced by the system will depend on the details within file records and the correctness of the formulas programmed into the design.

The initial creation of an ingredient file and the subsequent file updates can be an overwhelming task. Also, if errors are made when initially entering data, all subsequent processing will be unreliable and system reports will be relatively worthless. In addition, applications that do not support integrated files can be extremely cumbersome because users must re-input data in order to run a particular program.

Some inventory applications provide file space for more than one ingredient designation, such as item file code number, inventory sequence number, or internal customer code. The ability to work with additional designations can increase the efficiency of the inventory control system, such as enabling a user to print ingredients on an inventory worksheet according to the order in which they are shelved.

INTERFACING. Many ECR/POS systems are incapable of tracking the same item as it passes through the control points of receiving, storing/issuing, and production. The data maintained by the inventory files of a back office restaurant package must be specific to each of these control points because most ingredients are purchased, stored, and used in different quantities. Computerized inventory applications should enable users to specify tables for converting purchase units, issue units, and recipe units.

Another concern is how usage is charted by the inventory application--by unit, cost, or both unit and cost. A system that charts items by unit may be able to report changes in stock levels, but may not be able to provide financial data for food costing. On the other hand, a system that charts items primarily by product cost may not facilitate spot-checks of items in storage or maintain perpetual inventory data. THE PERRY RESTAURANTS

This six-unit operation tracks performance by comparing projected and actual costs.] "Some companies spend a lot of time inputting individual purchases," says Bill Whitby, controller for Perry Restaurant Group in Shelburne, VT. "We try instead to stay with the big picture."

This strategy has worked well for the firm, which operates six New England restaurants: three Sirloin Saloons, located in Shelburne, Rutland, and Manchester, VT, Sweetwaters and Perry's Fish House, Burlington, VT, and Dakota, Pittsfield, MA.

Perry developed customized management software that tracks projected food-cost dollars for each restaurant and compares those figures to the actual dollars spent.

"We know the theoretical cost, as well as the selling price for each dinner," explains Whitby. "We take the menu mix, and track the actual number sold each week. Then, based on the menu mix, we determine what the theoretical food-cost percentage should be. We compare this to the actual percentage, and if it is off by more than 0.5%, we sound the alarm."

The manager will check more detailed information on food costs in each product category, or examine individual invoices, if necessary. He will also turn a sharper eye on various aspects of the daily operation, to determine just where the variance is coming from.

The company also tracks product costs in major food categories and compares them to budgeted costs, as well as the previous year's actual costs.

Besides the firm's main computer at headquarters, Perry also recently installed personal computers at each unit to handle a variety of back-of-the-house functions on site.

Among the most important programs run on these PCs are monthly inventory masters used to track meat, chicken, and fish purchases. Each monthly master show the pounds of product received, as well as trimmings and waste. These should total out to the original delivered weights, points out Whitby.

Perry has a system that tracks labor costs as percentages of sales, compares them with past performance within each unit, and compares performance with the other restaurants. The labor report shows the total number of hours worked in each department weekly, and the wages paid. The amounts paid are also expressed as a percent of applicable sales.

All the restaurants are included on one report, so management can compare labor expense percentages in each department from one operation to another. The report also compares the figures to the amounts budgeted by the manager for each store, and to the previous year's numbers.

Among other information, the report also shows the labor costs in each department per customer served.

A general report helps the manager identify areas where labor costs may be out of line. Once he has identified a problem area, he can look at individual labor information to see where the extra hours and expense are coming from.

This, in turn, is not a solution but a management tool, points out Whitby. "Once the manager notices a problem," he explains, "he can then be on the lookout the following week to see exactly where the problem is occurring." If the dishwashing expense is out of line, and he finds out that more overtime is being worked in this department than is normal for the level of store sales, he can then pay close attention to the actual operations here, to discover why the extra hours are being worked.

The reports give managers a way to manage their own time more efficiently, by pointing out which areas of the operation need more direct attention, or which employees may need additional training. Computer reports can't take the place of a manager on the floor, notes Whitby. Perry's systems have been designed not to keep managers in their offices reading through mounds of data, but to give them as quick a way as possible to determine where in the operation their time can be spent most valuably.

THE KNOWLES FAMILY

Computerized time management translates into substantial savings for this family concern.] Computerized time management translates into substantial time and labor savings at the three New Jersey restaurants owned and operated by the Knowles family. In fact, Kurt Knowles, vice president of the family concern, projects that by year-end, the operations will integrate data from time-management systems and its ECRs into the company's mainframe computer.

Although the computerized time clock is a hefty investment (\$8,000 to \$10,000), Knowles anticipates a 12-month payback. "Besides, the ability to control our labor costs makes it worth the investment," insists Knowles. The three restaurants generate such large volumes that tightening time control and trimming labor costs has a positive impact on the bottom line. The Manor generates sales of over \$14 million; Highlawn Pavilion, \$4.5 million; and The Ram's Head Inn, \$4.5 million.

The manual time-card punch-in system formerly used at The Manor and Highlawn Pavilion restaurants in West Orange, NJ, was initially replaced with a first-generation computerized time clock. However, last spring, this system was replaced with a more sophisticated version.

"We are controlling overtime and encouraging punctuality thanks to this system," says Knowles. Considering that The Manor restaurant employs 350, Highlawn employs 60, and The Ram's Head Inn employs 150, controlling labor costs is crucial. "The schedule is programmed into the clock by each department head. If an employee punches in his identification number before he is scheduled, the system will not accept it. If an employee is late, the number will not be accepted and a manager must be called."

Managers also handle last-minute changes in schedules such as fill-ins for employees who are sick. "There are always last-minute changes, but these are easily accommodated by the system," explains Knowles.

Once an employee has logged in, the computerized time-management system issues a receipt that gives the employee proof of time worked. In addition, the receipt includes a running account of work hours accrued to

date.

The system simplifies payroll. "Pay rates are programmed into the system," says Knowles. "The computer issues us an up-to-date payroll report. This daily labor report features a detailed break-out of labor costs. We are able to forecast our payroll costs much more accurately." As a result, Knowles anticipates taking over payroll internally rather than continuing to send it out.

Employees were initially skeptical about the system. "It took them some time to adjust to getting a receipt instead of punching a traditional time card. But, at a glance, they can see how much money they are earning," he notes.

An added benefit is that it makes managers more efficient, says Knowles. He notes that the elimination of mundane chores such as filling out time cards is a time savings for managers. And, incidental savings have also been realized since the restaurants do not need to purchase time cards.

Currently at The Manor, three departments' schedules and pay rates are programmed on one time clock. They are: dining room (which includes the waitstaff, bussers, and bartenders), back of the house (which includes the kitchen, bakery, and laundry staffs) and maintenance (which includes groundskeepers).

The system will also be handling banquets. "Banquets are more complicated due to frequent changes. We cannot program banquet schedules as far in advance as we schedule the dining room employees. As a result, we felt the department could use its own computerized clocks," explains Knowles. Knowles hopes that by the end of the year, the family's third restaurant, The Ram's Head Inn in Absecon, NJ, will also have a time-management system in place. At that time, information generated by all three systems will be integrated into a mainframe computer.

CAPTIONS: Computers (table)

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